



Actuate e.Support is now My Support

On **November 6, 2015**, My Support will replace Actuate e.Support as the system that you use to submit, update, and monitor the progress of your organization's OpenText™ Analytics support requests.

Despite this change, you'll continue to receive the high-quality support you've come to expect from OpenText Analytics (formerly Actuate). To help make the transition easier for you, we have migrated your existing tickets to My Support. What's more, the My Support ticket creation wizard will help you get started by guiding you step-by-step through the entire ticket creation process.

Getting Started

To access My Support, you will be required to log on to OpenText Connect. OpenText Connect is the entry point for access to Online Support, Communities, and exclusive thought leadership content.

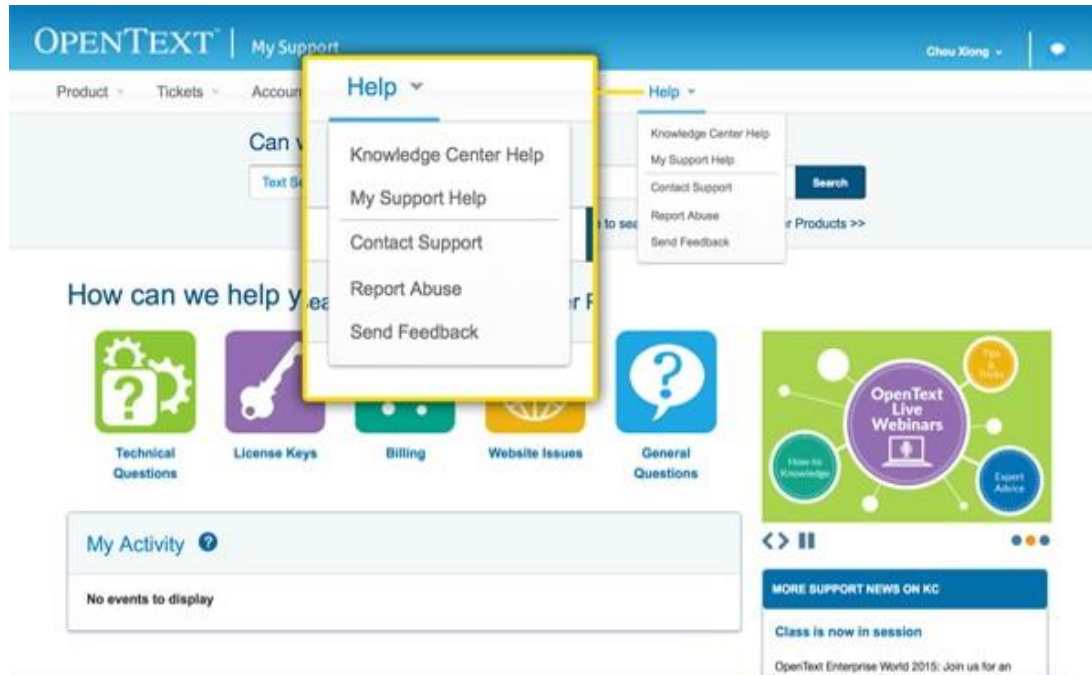
The screenshot shows the OpenText Connect login and registration interface. At the top is the OpenText logo and a navigation bar with links: WHAT WE DO, WHO WE ARE, VIDEOS, CUSTOMER STORIES, COMMUNITIES, SUPPORT, and EVENTS & WEBINARS. Below the navigation bar is the 'OpenText Connect' header. The main content area is divided into two columns. The left column is for 'Login' and includes a 'Remember me on this computer' checkbox and a 'Login' button. The right column is for 'Register' and includes fields for 'Email (User ID)*', 'Password*', and 'Confirm Password*', along with a 'Create Account' button. At the bottom of the login section is a link for 'I forgot my password' and a 'Help' link. At the bottom of the register section is a privacy policy link.

Your OpenText Connect user ID and password is different from the one you use to log on to Actuate e.Support. If you don't already have an OpenText Connect account, it will be created automatically. Once your account is created, you will receive an email from connect@opentext.com requesting that you verify your account details. You will need to verify your account details before you can log on. If you experience any difficulties logging on or require additional accounts, contact connect@opentext.com.

My Support

The My Support website lets you quickly and easily submit, update, and monitor the progress of your organization's tickets. Take advantage of our online **Help** to learn how to open new support tickets, request license keys, pay bills, and update all of your contact information online.

Start using **My Support** today: <https://support.opentext.com/portal/site/css> (Log on required)



License Key Requests

You can now request license keys from one central location on My Support. Our step-by-step license key wizard will help you request license keys quickly and easily, without the need to contact Support. To request a license key, simply click the **License Keys** quick action from the My Support home page and the license key wizard will appear.



[Watch our tutorial video](#) to learn more about the new wizard.

Knowledge Center

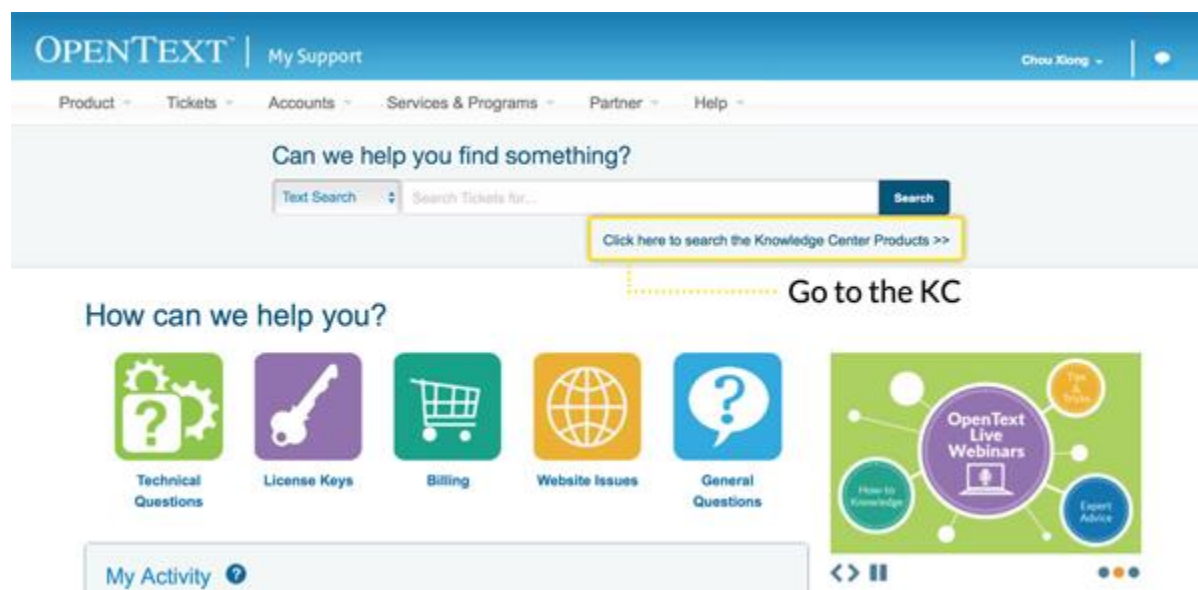
Many of the support resources you used to find on Actuate e.Support have now been migrated to the OpenText Knowledge Center. Rest assured, you'll continue to have access to the support resources you need to help you implement, upgrade, configure, troubleshoot, and expand your OpenText solutions, including software downloads, technical documentation, knowledge base articles and more.

Be sure to **bookmark the Knowledge Center** to your list of Favorites and start taking advantage of all the resources the KC has to offer: <https://knowledge.opentext.com/go/analytics> (Log on required).

Stay up to date with your products by subscribing to the OpenText Analytics Customer Alert blog: <https://knowledge.opentext.com/knowledge/cs.dll/Open/61275898> (Log on required).

Moving between My Support and the Knowledge Center

With a consistent menu and integrated search capabilities, it's easy to navigate between the Knowledge Center and My Support. To move between My Support and the Knowledge Center, simply click the appropriate option underneath the search bar.



New Support Contacts

As part of this change, you'll be migrated to the OpenText Customer Support calling numbers and email addresses. Rest assured, if you use the previous Actuate support numbers or email addresses, you'll be redirected to the appropriate OpenText support line. For a detailed mapping of the new support contacts, [go here](#).

More Information

For more information, contact your local [Customer Support](#) office.

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