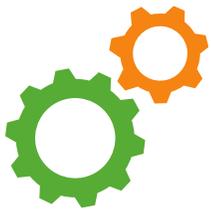


Getting started with Qlik® Support

Your quick guide to Qlik Support



The purpose of this document is to provide you with the information needed to become familiar with Qlik Support. We are dedicated to offering you quality support, making it quick and easy for you to find the resources needed to resolve your issues.

Use the quick reference chart as a guide to enhance your experience when navigating through our customer resources, tools, tips, guidelines, and support videos.

Getting started with Qlik Support

Where do I start as a new customer?

In order for you to gain access to Qlik Resources, you will need a Qlik Single Sign-On account.

1. Create a Qlik SSO (“Single Sign-On account”) from the [registration page](#).
2. Login from Qlik.com or support.qlik.com and familiarize yourself with the Support Portal.
3. Verify your Qlik license(s) is active from the License tab in the Support Portal.

You now have access to the Qlik Support resources, case management and knowledgebase.

NOTE: if you need assistance with items 1, 2, or 3, please contact our Qlik [Concierge](#) team for assistance or see this document.

What do I do when I have a support issue?

In order for you to have the best experience, please complete both items in order to help us better understand your support issue.

1. Gather a detailed description of the issue, steps taken to try and resolve the issue, steps to reproduce the issue and any attachments, such as screenshots, log files, and Qlik product files.
2. Submit a support case via the [Support Portal](#).

Support quick reference

Qlik Support home page	Provides an overview of the available support services currently offered.
Qlik Support portal	Get answers to your common questions, submit and track support requests, and access your license information.
Qoncierge service	Your resource for all non-technical support, including license-related questions, portal access issues, download issues, and general questions.
Qlik Community	Access helpful resources and best practices, start a discussion, and connect with other users.
Download page	Download the latest release of your Qlik product and review product upgrade notices.
Maintenance policy	Describes the current practices and SLA's of Qlik Support.

About Qlik Support

Qlik Support offerings and service levels have been developed by leveraging our long history and experience working with customers and understanding their needs. We offer service levels customized to meet your requirements so your support fits your exact situation.

			 Basic	 Enterprise
Core Support		• Telephone support	●	●
		• Self help resources, including portal	●	●
		• Coverage	8x5	24x7*
Qlik Proactive Support		• Real time anomaly detection		●
		• Health check reports with machine log diagnostics		●
		• Proactive support and preventive advice		●
Case Handling		• Business critical SLA and priority case routing		●
		• Multi vendor triage and support		●
Release Management		• Release and upgrade advice		●
DSE		• Designated enterprise support engineer		Add-On

*For critical issues

For more information, visit qlik.com/support.

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