

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 knowledge repositories.

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

What do I do when I have a support issue?

We recommend the following steps.

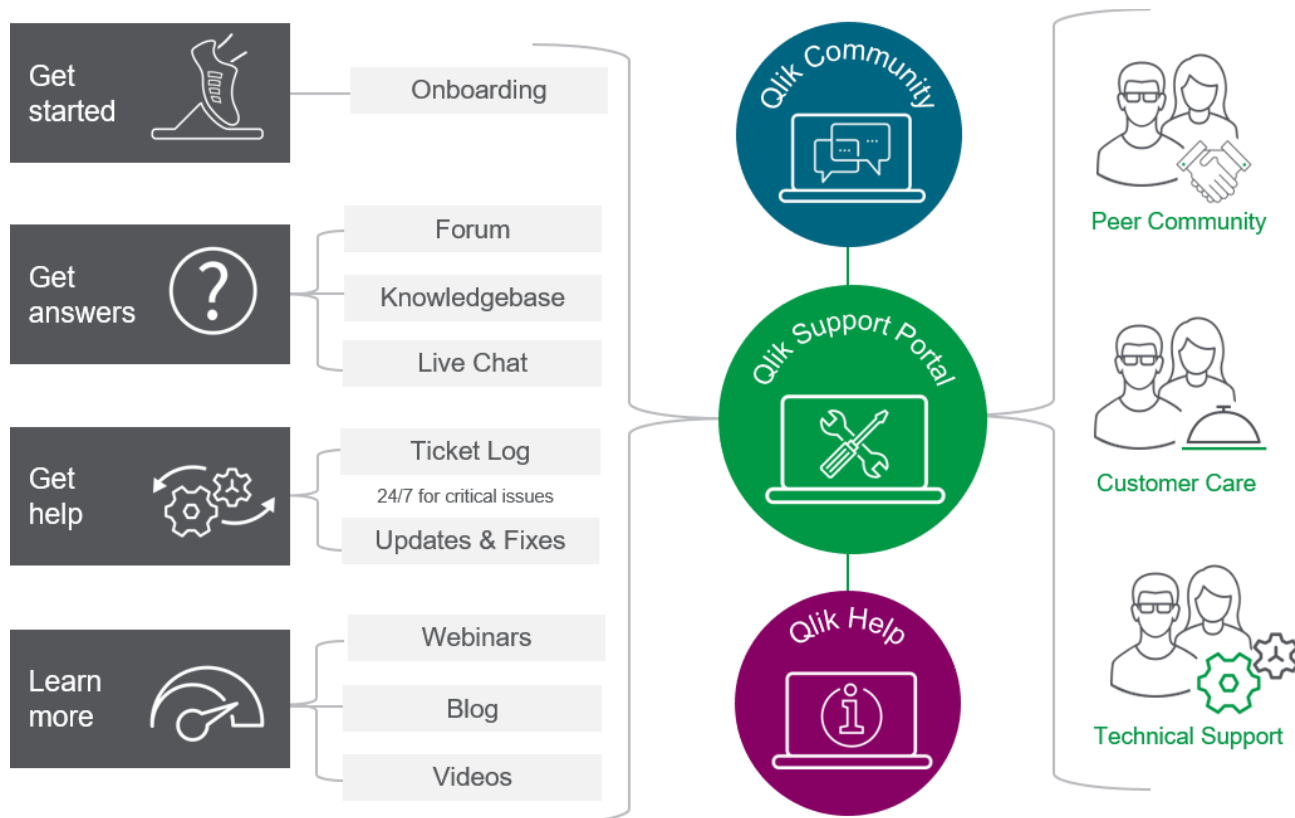
1. Review our extensive knowledge center on the Support Portal, to see if you can find answers to your issue. [Qlik Community](#) is also a great resource to tap into the knowledge of experts inside and outside of Qlik.

- If step 1 does not yield an appropriate answer, submit a support case via the [Support Portal](#). We suggest gathering 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.

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.
Customer Support	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, review product upgrade notices.

About Qlik Support

Qlik Enterprise Support is our new, unified support model that delivers instant assurance through enterprise-grade service for all of our customers. We combine a rich mix of resources and services to guide you all along your journey with us.



For more information please visit qlik.com/support.



About Qlik

Qlik's vision is a data-literate world, one where everyone can use data to improve decision-making and solve their most challenging problems. Only Qlik offers end-to-end, real-time data integration and analytics solutions that help organizations access and transform all their data into value. Qlik helps companies lead with data to see more deeply into customer behavior, reinvent business processes, discover new revenue streams, and balance risk and reward. Qlik does business in more than 100 countries and serves over 50,000 customers around the world.

qlik.com