

Getting started with Qlik® Support

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.



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Where do I start as a new customer?

In order for you to gain access to QlikView® 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 and familiarize yourself with the Customer Portal.
3. Verify your QlikView license(s) is active from the Product Licenses tab in the Customer 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 [Qoncierge](#) 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 QlikView files.
2. Submit a support case via the Customer Portal, or [call](#) our support service desk.

What additional resources are available to me?

The “Support Track for Customers” will show you best practice techniques when submitting cases.

- Reviewing the Maintenance policy, SLA’s, and hours of operation
- Case recommendations when submitting a case to Qlik Support
- Best practice troubleshooting questions you can ask the person experiencing the problem

NOTE: The “Support track for Customers” video is located in the Customer Portal under the “Support Enablement” tab. A Qlik SSO is required prior to accessing the Customer Portal

Support quick reference	
Qlik Support Services home page	Provides an overview with web links to the available support services currently offered.
Customer Portal home page	Submit support cases, search Articles & Content, and videos.
Qoncierge Service	Non-technical issues related to licenses, Portal access, downloads, and general Qlik questions.
Qlik Community	Provides a wealth of information and experience on QlikView by customers, partners, and employees.
Download page	Download the latest release of your QlikView product and review product upgrade notices
Maintenance policy	Describes the current practices and SLA’s of Qlik support.