

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.

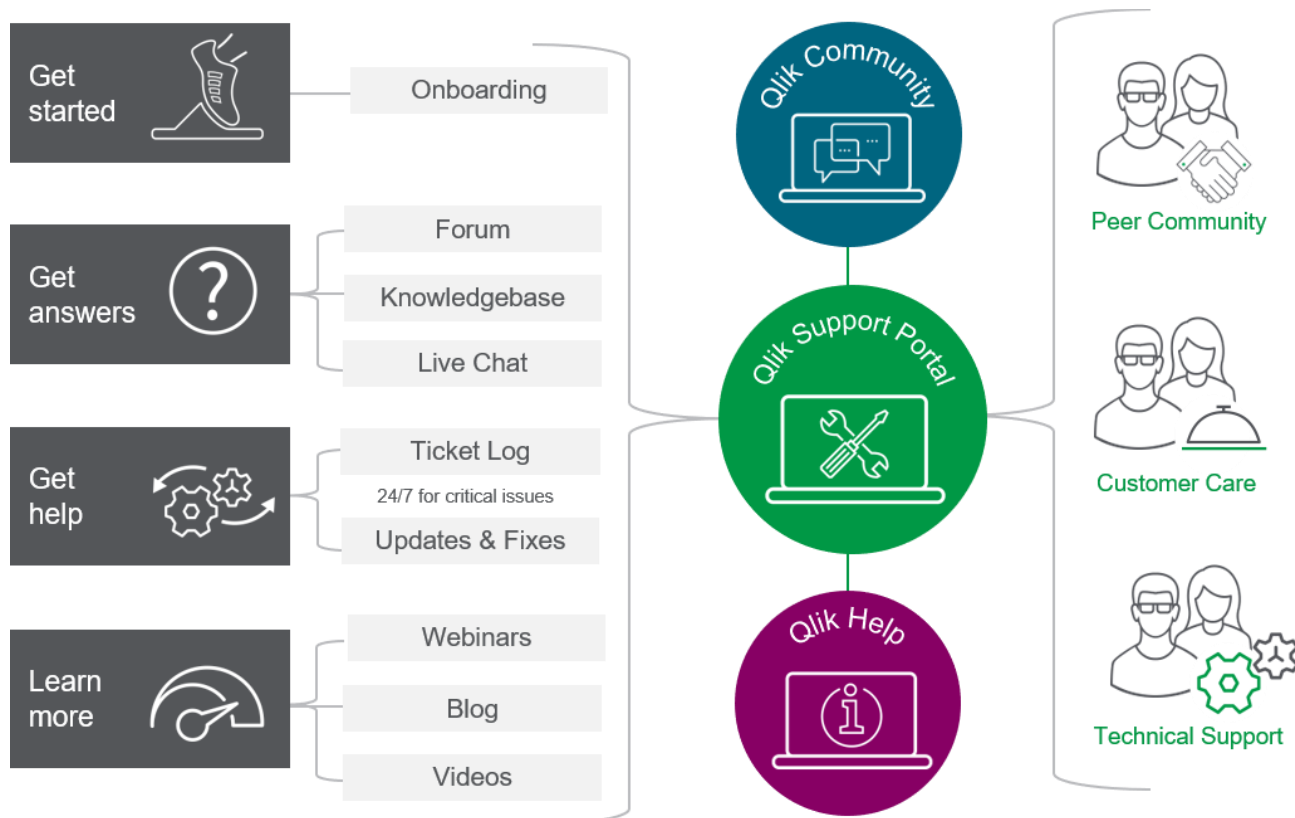
1. Review our extensive knowledge center on the Support Portal, to see if you can find answers to your issue. [Qlik Community](#) is also a great resource to tap into the knowledge of experts inside and outside of Qlik.

- 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 | |
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| 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, where everyone can use data and analytics to improve decision-making and solve their most challenging problems. Our cloud-based Qlik Active Intelligence Platform delivers end-to-end, real-time data integration and analytics cloud solutions to close the gaps between data, insights and action. By transforming data into Active Intelligence, businesses can drive better decisions, improve revenue and profitability, and optimize customer relationships.

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