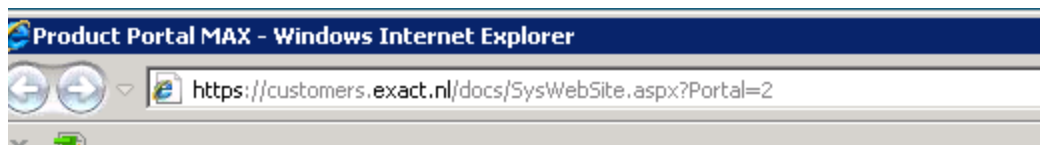


### Overview

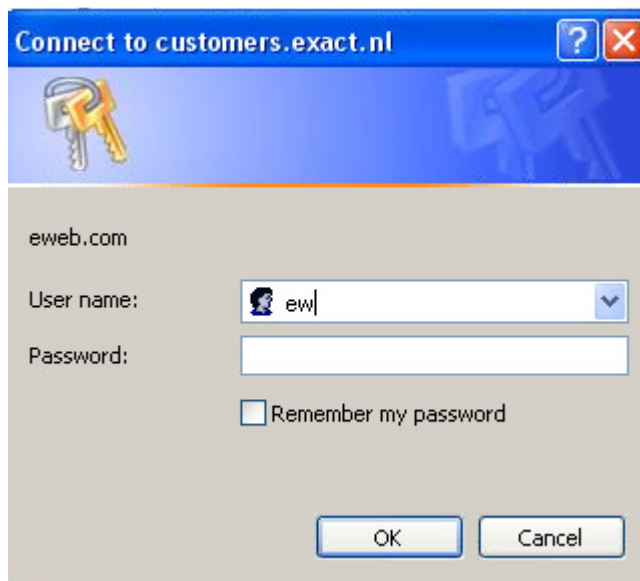
Exact software provides a Customer Support page you can access 24x7 via the internet. Your Exact Account Manager can provide the UserName and Password to access this site.

### Accessing the Exact Customer Support Page

Enter the link address shown below in Internet Explorer:



You will be prompted for the User Name and Password you received from your Exact Account Manager:



Product Portal MAX - Windows Internet Explorer

https://customers.exact.nl/docs/SysWebSite.aspx?Portal=2

Exact Synergy Enterprise - ... Exact Synergy Enterprise - ... Product Portal MAX

**Exact software**

Welcome to the MAX Customer Portal

**Resources**

- Support Home
- Company News
- My Account
- Make Payment

**Tips & Training**

- Professional Services
- Web-Based Training

**User Community**

- User Forum
- Webinars
- OnDemand Webinars
- MAX Employment

**Product Overview**

- Product Demo
- Product Fact Sheets

Requests

**RESOURCES**

- MAX Products** - Contains all information and downloads for currently supported MAX software versions.
- Contact Support** - Ask our Support Technicians a question, or report a defect.
- How to upload data/screen shots** - Upload your data files or a screen shot for an existing support request.

[Read the MAX Customer Support Agreement](#)

**Important Links**

- Gold Standard
- Database Reference Guide
- Exact RM Documentation
- Customer Successes
- Webex Meeting Center
- Exact Business Forms
- Synergy Support Center

**MAX Knowledge Base**

Select Category

Search

[Search by Doc ID](#)

**Exact software**

Printable Close

**Exact software**

Welcome to the Synergy Support Center.

**Product** : , ,  
**Release** :  
**Doc ID** : 10.162.046

**Resources**

- Support Home
- Company News
- My Account
- Make Payment

**Tips & Training**

- Professional Services
- Web-Based Training

**User Community**

- User Forum
- Webinars
- OnDemand Webinars
- MAX Employment

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- Product Demo
- Product Fact Sheets

Requests

Documents

**Synergy News** - Find out the latest news and information regarding Synergy.

**Tips & Tricks** - Find new methods to make your work more efficient.

**Knowledgebase** - Search Exact's knowledgebase, containing the most commonly asked questions and answers on Synergy.

**Installation** - These documents contain a short checklist for installing/upgrading e-Synergy.

- Installing Synergy
- Updating Synergy - US Doc
- Background Jobs
- Other Installation Issues

**Enter a Support Question** - Ask our Support Technicians a question, or report a bug.

**Start Pages**

- e-Financials
- e-CRM
- e-HRM
- e-Workflow
- e-Documents
- e-Logistics
- e-Projects
- Office Add-in
- XML
- SDK
- Rental

**Important Links**

- Software Requirements
- Batch Release Notes
- Training Schedule **NEW**
- On-Demand Training **NEW**
- Discussion Forum **NEW**
- Working Smarter with Synergy **NEW**
- Synergy Support Requests

Select Module

50

Bug Requests (By ID)

Synergy Documentation

50