

SUPPORT SERVICES

HIGHLIGHTS

In-depth expertise from 20 years of experience successfully supporting ECM solutions

A flexible approach to Support Services that provides Customers and Partners with multiple methods for obtaining support

Online Support Portal

Support via 1-800 number and dedicated email address

Submit and track issues online

Receive issue status with timely updates via email

Download product patches

Access product documentation

Consult the online knowledge base

The Formtek Support team provides rapid response to address client questions and maintenance items. In addition, the Support team works with product development to incorporate customer feedback and experience into future product enhancements.

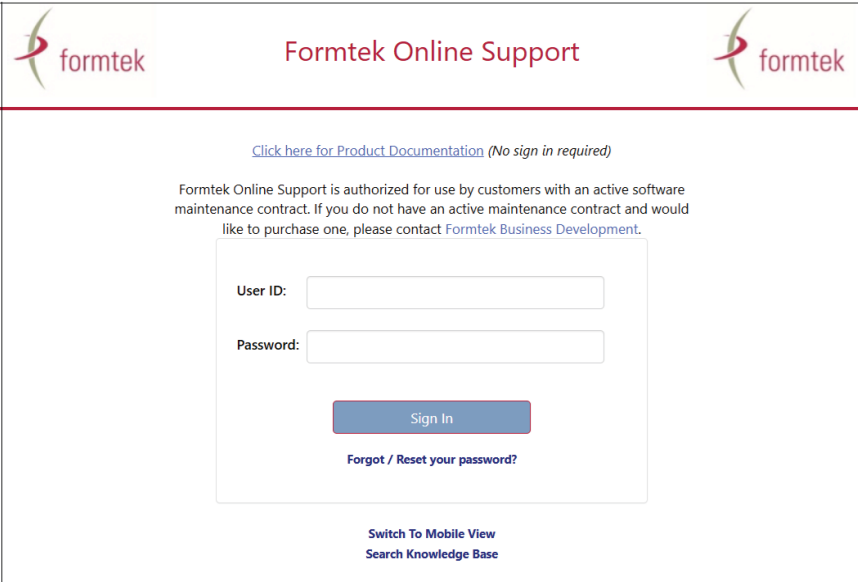
The Formtek Support team’s mission is to record, track and communicate with the customer the status of all Customer Service Issues (CSIs), resolving those calls that fall under the Customer’s or Partner’s maintenance agreement.

The Support Team is the point of contact for the distribution of all current software releases, patches, and workarounds to the Formtek customer base. Customers and Partners can utilize any of the three convenient methods to reach a qualified

- technical support individual:
- Online Support - Log on at <http://support.formtek.com> or via the Customer Login or Partner Login link at <http://www.formtek.com>
 - Email Support - Send a question or issue to support@formtek.com
 - Telephone Support - Call 1.800.FORMTEK (1.800.367.6835)

After logging into Formtek Online Support, you can:

- Submit an issue
- Track an issue
- Receive updates via email
- Consult the knowledge base for similar conditions or tips
- Download product documentation
- Download product patches



Formtek Support Services

Issue Types

- Problem - Product does not function as designed or expected
- Enhancement - Request for additional functionality in the product
- Question - Question that has been submitted

Issue Priorities

- Critical - Product error is halting production
- High - Product error is affecting production
- Medium - Product error that does not affect production or a question about product functionality that could improve production efficiency
- Low - Minor product error or a question of interest to the user

Welcome to Formtek Online Support!

Search Issue # or Subject

Search Reset

New Issue

Home
Issue Hub
Search Issues
Knowledge Base

Bookmarks

Define Search Criteria

Issue Status: [Dropdown] [Dropdown]

Priority: [Dropdown]

Issue Template: [Dropdown]

Issue Type: [Dropdown] Show Inactive Issue Types

Subject: [Text Input: keyword search]

Notes: [Text Input: keyword search]

Solution: [Text Input: keyword search]

or

Search All Three: [Text Input: keyword search]

Search and Status Issues via Formtek Online Support

Search Article # or search term(s) Search

Return to Knowledge Base

Sort columns by clicking headings

Article #	Title	Category	Sub Category	Created On
538	EDM Module for Alfresco, Release 4.0	DOCUMENTATION: Formtek EDM Solution for Alfresco	EDM Module	08-Sep-2020
543	EDM Module for Alfresco, Patch Release 4.0.0.1	DOCUMENTATION: Formtek EDM Solution for Alfresco	EDM Module	01-Oct-2020
559	EDM Module for Alfresco, Release 3.4	DOCUMENTATION: Formtek EDM Solution for Alfresco	EDM Module	14-Apr-2021
563	EDM Module for Alfresco, Release 4.0.1	DOCUMENTATION: Formtek EDM Solution for Alfresco	EDM Module	30-Jun-2021
570	EDM Module for Alfresco, Patch Release 4.0.1.1	DOCUMENTATION: Formtek EDM Solution for Alfresco	EDM Module	07-Sep-2021
574	EDM Module for Alfresco, Release 4.1	DOCUMENTATION: Formtek EDM Solution for Alfresco	EDM Module	16-Dec-2021
577	EDM Module for Alfresco, Patch Release 3.4.0.1	DOCUMENTATION: Formtek EDM Solution for Alfresco	EDM Module	19-Jan-2022
590	EDM Module for Alfresco, Patch Release 4.1.0.1	DOCUMENTATION: Formtek EDM Solution for Alfresco	EDM Module	06-Apr-2023
606	EDM Module for Alfresco, Patch Release 4.1.0.2	DOCUMENTATION: Formtek EDM Solution for Alfresco	EDM Module	20-Jul-2023
616	EDM Module for Alfresco, Patch Release 4.1.0.3	DOCUMENTATION: Formtek EDM Solution for Alfresco	EDM Module	22-Apr-2024
622	EDM Module for Alfresco, Release 4.2	DOCUMENTATION: Formtek EDM Solution for Alfresco	EDM Module	16-May-2024

identifies articles that are marked 'Private'.

Access Product Documentation via Formtek Online Support

Response Times

- Critical/High - Response within two business hours
- Medium/Low - Response within eight business hours

Product Updates

- Critical/High - Provide a patch as soon as a fix is developed and tested
- Medium/Low - Provide a schedule for resolution in a future product release

Support Hours

- Support individuals available 8 AM to 8 PM Eastern time (United States)
- Formtek Online Support website available 24/7



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ABOUT FORMTEK

For over two decades, Formtek has been providing mission-critical IT software and services to some of the most demanding engineering, manufacturing, aerospace, industrial, and technical organizations in the world. We build products and solutions for content management platforms that are open and adaptable to complex IT environments, including Formtek | Orion Content Repository Services and the Alfresco Digital Business Platform. Our software application solutions also include the Formtek Engineering Data Management (EDM) Solution for Alfresco.

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