



# Welcome to the new matters+ Help Center!

2020-10-13 - James Mact - Comments (0) - Product

We are thrilled to announce the launch of the matters+ Help Center, a web-based interface enabling you to access various avenues of helpdesk support.

## What is the Help Center for?

As a user of matters+, you can submit tickets, view your previous tickets, change your account details, access and leave comments on Knowledgebase articles and submit feedback to the matters+ support team.

## What is Community?

The Community section provides a space in which users may submit suggestions, feature requests and bug reports.

## What is the Knowledgebase?

The Knowledgebase is a cumulative repository for FAQs. Through the Knowledgebase, you will find answers to questions that you may have regarding matters+. As a matters+ user, you may subscribe to specific articles, categories, or the entire Knowledgebase. You can also interact with the support team via comments and feedback.

The screenshot shows a Knowledgebase interface with a header and three main sections. Each section has a title, a list of articles, and a link to view all articles in that category.

- Getting Started (5)**
  - What documentation is available for matters+ users?
  - Setting up Departments
  - System Overview
  - Admin Functions
  - Security Certification

[View all articles in Getting Started >](#)
- Using matters+ (14)**
  - Do internal lawyers who have been given "Administrator" right...
  - When a matter is put on hold, does it still count towards matter...
  - How do I change the title of a matter?
  - What does enabling "Reports Administrator" do?
  - Permissions

[View all articles in Using matters+ >](#)
- Additional Services (3)**
  - Training and Customer Support
  - Custom-built Reports
  - Third Party Document Management Systems

[View all articles in Additional Services >](#)

## What is News?

Within News, you will find posts relating to recent matters+ product developments,

announcements and blog posts such as recent awards and case studies.

**We want your feedback!**

If you have any feedback about the new Help Center experience, please submit these to our Community [Feature Request](#) forum.