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## 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.

 **Knowledgebase**

 **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.