



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.