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## NEW Symplicity Help Center

### **What is the NEW Symplicity Help Center?**

The Symplicity Help Center is the brand-new knowledge and resource center for Symplicity clients. The new help center will host all support articles, release notes and recorded webinars relating to your system functionality. If your organization uses multiple Symplicity products, you will be able to access all related information pertaining to those services in the help center.

### **How can I access the new Help Center?**

You can log into the Help Center directly from your Symplicity system. Simply log into your Symplicity system and follow the link to Symplicity Help Center above the Neighborhood login link.

### **Would I need to create a separate log in for the NEW Symplicity Help Center?**

You do not need to create separate credentials to log into Symplicity Help Center. By logging into your Symplicity system, you will be automatically authenticated into the Help Center. If you utilize multiple Symplicity systems, simply log in to Symplicity Help Center from each system and you will now have access to all the appropriate documentation.

### **When will the new Help Center be available?**

The link to the new Symplicity Help Center will be available the morning of October 3, 2018.

### **Is Symplicity Help Center replacing Neighborhood?**

The new Help Center will replace Neighborhood overtime. As part of the roll out plan, we will be unveiling a new ticketing system in the Symplicity Help Center in 2019. However, at this point in time we will continue to use Client Neighborhood for support tickets, calendar, and forum.

### **Who should I contact for questions about the new Symplicity Help Center?**

Please contact the Support Desk or your Client Manager if you have any questions.