

# Perceptive Engineering

## Perceptive Engineering Customer Support

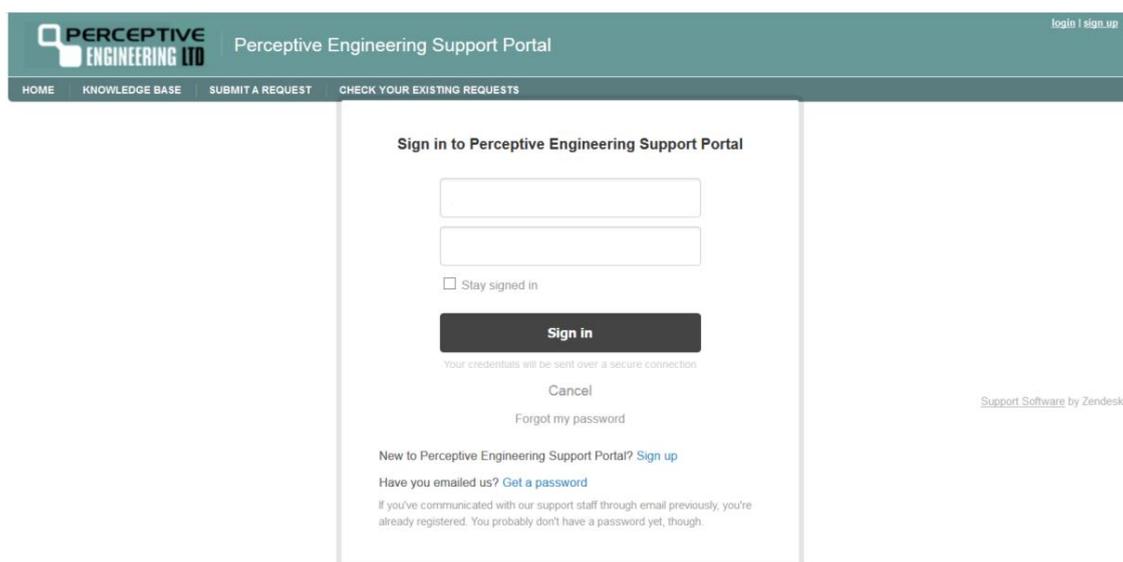
If you require assistance, there are several ways to contact us:

1. Submit a support request on <http://support.perceptiveapc.com>. All tickets on this support portal are automatically forwarded to our engineers for attention.
2. Contact us by email on [support@perceptive.zendesk.com](mailto:support@perceptive.zendesk.com). **This is the quickest method of requesting support.** All support requests submitted via this email or the support portal will be responded to, and action taken, within the next working day.
3. Telephone our UK head office during normal business hours on (+44) 1925 607150. Our office manager will direct you to a member of staff who can assist you.

### Support Portal

To sign up for the Support Portal, please click 'sign in' in the right hand corner of the Support Portal website.

If you have already registered on our support portal, but require a password reminder, please visit <http://support.perceptiveapc.com>, click the 'login' button, then choose the 'Forgot My Password' option.



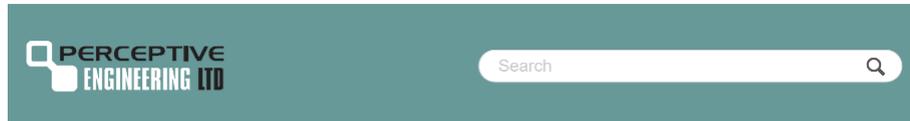
The screenshot shows the Perceptive Engineering Support Portal sign-in page. At the top, there is a navigation bar with the Perceptive Engineering Ltd logo and the text "Perceptive Engineering Support Portal". Below the navigation bar, there are links for "HOME", "KNOWLEDGE BASE", "SUBMIT A REQUEST", and "CHECK YOUR EXISTING REQUESTS". The main content area is titled "Sign in to Perceptive Engineering Support Portal" and contains two input fields for email and password. Below the input fields, there is a checkbox for "Stay signed in" and a "Sign in" button. Below the "Sign in" button, there is a "Cancel" button and a "Forgot my password" link. At the bottom of the sign-in form, there is a link for "New to Perceptive Engineering Support Portal? Sign up" and a link for "Have you emailed us? Get a password".

Within the Perceptive Engineering Support Portal, simply enter the details of your query then choose "Submit a Request".

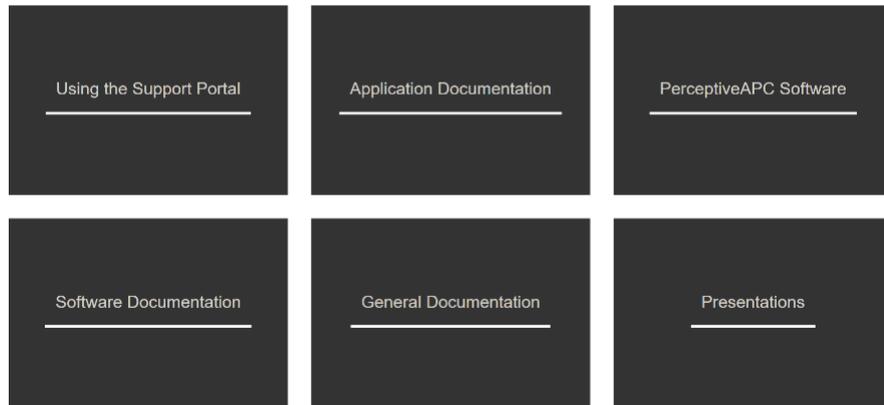
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When you log into the support portal, you will see the following front page – this is where you find support reports and PerceptiveAPC software downloads:



### PERCEPTIVE ENGINEERING SUPPORT PORTAL



To make a support request, go to 'Submit a Request' on the top of the page, and fill in the following request form that appears:

Perceptive Engineering Support Portal > Submit a request

### SUBMIT A REQUEST

Subject \*

Application

Description \*

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Attachments

Submit