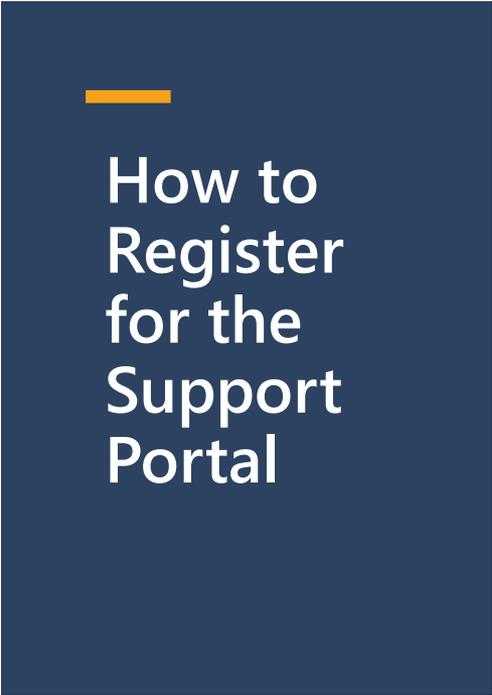
An F-35 fighter jet is shown on a runway at sunset. The aircraft is dark blue and black, with the number '200' visible on the nose. The background features a bright orange and yellow sky with silhouettes of mountains and a runway. A semi-transparent blue box is overlaid on the left side of the image, containing the text 'Gaining Access to iBASEt Customer Support'.

Gaining Access to iBASEt Customer Support

Customer Success Mission

It's all about
partnership

- iBASEt strives to provide the highest-quality customer experience available.
- Our team is here to ensure the success of your Solumina implementation and to help you find ways to maximize the value of your investment in solving your unique and ever-evolving manufacturing challenges.

A dark blue rectangular box containing the title text. A small orange horizontal line is positioned above the text.

How to Register for the Support Portal

- Register through support.ibaset.com
- Use the **token** provided to you by your organization's Token Holder/Owner
- Registration can take **up to 1 hour** to receive access (usually less)

The Support Portal Contents



Logout



KNOWLEDGE CENTER

SUBMIT A TICKET

UNIVERSITY

DOWNLOAD/UPLOAD

Logged In



Knowledge Center

Search the knowledge center for answers to your product questions



Submit a Ticket

Log a ticket for our helpful Customer Support staff



University

Register for training and track your learning progress



Download/Upload

Download product releases -
Upload large files for Customer Support

Knowledge Center

- Online help topics by role
- Easily searchable
- Downloadable as PDF
- Create custom PDF books
- Documentation Feedback

The screenshot shows the iBASEt Knowledge Center homepage. At the top left is the iBASEt logo. To the right is a search bar with the text "Search Our Resources" and a magnifying glass icon. Below the search bar is the heading "Welcome to the Knowledge Center". Underneath are three featured items: "Important Update" with a megaphone icon, "Highlights of G8R2" with a newspaper icon, and "iSeries (Learn More)" with a magnifying glass icon. Below these is a dark blue banner with three sections: "Knowledge Center Quick Start Guide" with a magnifying glass icon, "Recently Added" with a list of items including "Engineering Change Notification Sync - REST API", "2D Barcode Scanning for Part Data Collections", "Backup and Cleanup of BIS Records", "i050 Planning Views", and "i050 Supplier Quality Management (SQM) Views"; and "Recently Updated" with a list of items including "G8R2 Release Docs", "iSeries Installs", "i040 Work Order and Operation Views", and "Overview of REST API Implementation". Below the banner are five category tiles: "Planning" (Manufacturing Planners, MRO Process Planning, Inspection Planners, Planning Setup), "Operations" (Production Control, Shop Floor Operators, Service Technicians, Service Managers), "Process Improvement" (Process Auditors, Product Auditors, Reports, Archiving), "Administrators & Integrators" (G8R1 Installs, G8R2 Installs, System Administration, Configuration), and "Common System Questions" (iBASEt Product Architecture, User Interface & Navigation, New to Solumina or Upgrading to G8, White Papers).

iBASEt University

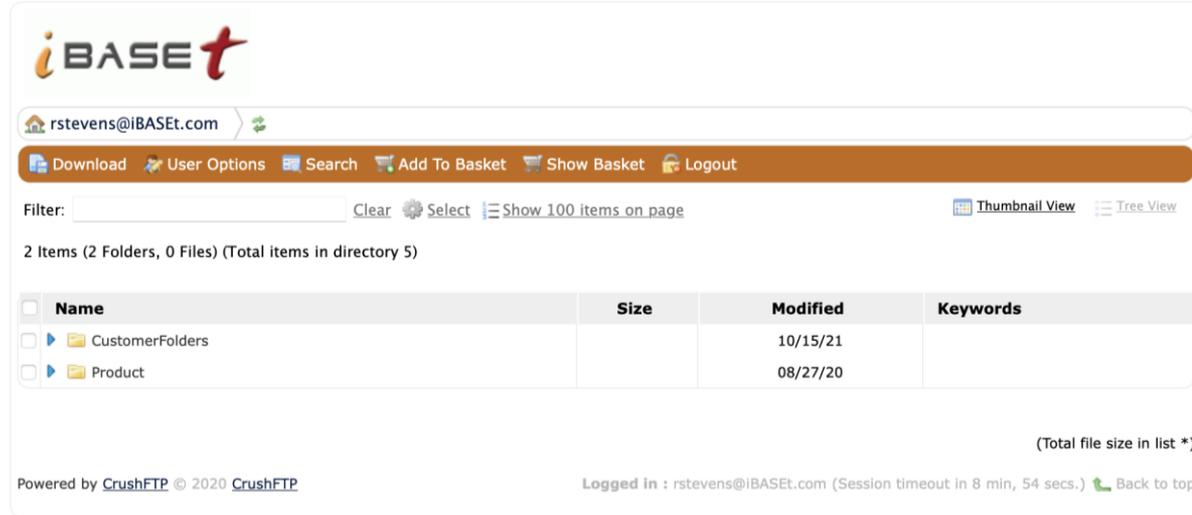


- iBASEt Course Catalog
- Online, self-paced courses
- Track your learning process
- Paid Certification Tracks

The screenshot shows the iBASEt Course Catalog interface. At the top, there is a navigation bar with the iBASEt logo, the user name 'Stevens Rob | Learner', a 'Messages' link, and a search bar. Below the navigation bar, the page title is 'Home / Course catalog'. The main content area features a search bar labeled 'Search courses' and three course cards. Each card has a green 'it BASICS' logo with a sub-title, the course name, a description, and a 'Get this course' button. The first card is 'Introduction', the second is 'Common Functionality', and the third is 'MFG Process Planning'. On the right side, there is a 'CATEGORIES' section with a list of categories and their counts: G-Series (1), iBASEt Internal Train... (9), iSeries (9), Partners (2), Solumina (13), and General (4).

Download / Upload (FTP)

- One designated user (with one backup user)
- Securely upload large or sensitive files / content*
- Download of iBASEt Product releases and licenses
- Download of other files supplied by iBASEt



The screenshot shows the iBASEt FTP web interface. At the top, the iBASEt logo is displayed. Below it, the user's email address 'rstevens@iBASEt.com' is shown in the address bar. A navigation bar contains links for 'Download', 'User Options', 'Search', 'Add To Basket', 'Show Basket', and 'Logout'. Below the navigation bar, there is a search filter field with a 'Clear' button and a 'Select' button. To the right of the filter, there are options for 'Show 100 items on page', 'Thumbnail View', and 'Tree View'. The main content area displays '2 Items (2 Folders, 0 Files) (Total items in directory 5)'. A table lists the items:

<input type="checkbox"/>	Name	Size	Modified	Keywords
<input type="checkbox"/>	▶ CustomerFolders		10/15/21	
<input type="checkbox"/>	▶ Product		08/27/20	

At the bottom right of the table area, it says '(Total file size in list *)'. At the bottom of the page, it says 'Powered by [CrushFTP](#) © 2020 [CrushFTP](#)' and 'Logged in : rstevens@iBASEt.com (Session timeout in 8 min, 54 secs.) [Back to top](#)'.

**Use this area to provide sensitive data or any files with ITAR restrictions. Only iBASEt personnel who are U.S. Persons have access to the customer folders on the iBASEt FTP site.*

Submit a Ticket

- Standard Support Hours
8AM – 5PM Pacific
- One Technical Contact and
One Business Contact
- Track and Manage your
Tickets
- Troubleshooting Information
- Solutions to common issues
solved by our team



The screenshot displays the iBASEt website header with the logo on the left, a search bar in the center, and a 'Submit a Request' button with a user profile icon for 'Rob Stevens' on the right. Below the header is a large banner image of an airplane in a hangar. Underneath the banner are six navigation buttons: 'iBASEt Official Bulletins', 'Did you know...', 'iSeries', 'G-Series', 'Manufacturing Intelligence', and 'Customer Success'. Below these buttons is a section titled 'Promoted articles' containing three article snippets: 'Free Webinar Recordings on Solumina Features and Functionality', 'Solumina has Archiving', and 'iBASEt Announces the Release of G8 R2 SP4 HF27'.



iBASE+

Thank You