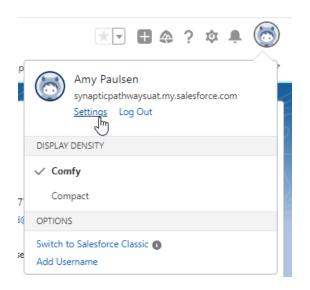
How to grant access to Support

16/06/2025 3:50 pm BST

If you need our Support Team to look at an issue within your system, your System Administrator can grant access for a set period of time.

Click on the 'Astro' logo at top right & click on 'Settings'



From the menu bar on the left select 'Grant Account Login Access', then chose the Access Duration you would like to allow beside the Synaptic Software option and 'Save'.

Synaptic Support should now be able to access your system. You can update this at any point.

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Q Quick Find	Grant Account Login Access					
Advanced User Details	Grant Account Login Access					Help for this Page 😗
Approver Settings	To assist with support issues, you may grant your administrator or supp	ort personnel the ability to login as you and access	vour data			
Authentication Settings for External Systems	My Username: amy.wood@synaptiopathwaysuat.org		,			
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Q. Quick Find Conclusion My Personal Information Advanced User Details Advanced User Details Advanced User Details Advanced User Details Concention Authorities Consert Details To approver Settings External Systems Details To approver Settings Concentions To assist with support Issues, you may grant your administrator or support personnel the ability to login as you and access your data. Vulterance amy used@synapticpathwayseat.org Concentions External Credentals Mon Access-
Approver Settings Grant Account Login Access Grant Account Login Access Control Login Acceese
Change My Password Grant Access To Access Duration Connections Salesfore.com Support -N/0 ACCess External Credentials Salesfore.com Support -N/0 ACCess
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Grant Account Login Access Synaptic Software Limited Part of Capite PLC Support
Language & Time Zone 1 Day (co. 24112023) 3 Days (co. 34112023)
Login History 11 <u>West (on 0.414)(2023)</u> 11 <u>Month (en 0.2714)(2023)</u>
Personal Information
Reset My Sacurity Token
> Display & Layout
> Email
> Chatter
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> Desktop Add-Ons
> Import