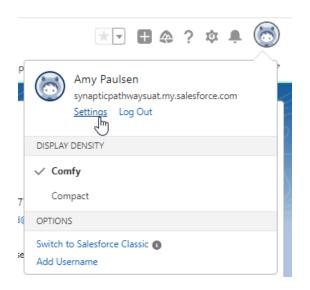
## How to grant access to Support

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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Synaptic Pathways Hor	ne Paraplanner Access Centre Contacts 🗸 Research 🗸	Portfolio Builder 🗸 Investment Pathways	Generic Funds V Configuration	Fund Lists V Knowledge Base	My Apps & Settings Valuations	
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		,			
Change My Password	Grant Access To			Access Duration		
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Language & Time Zone		Save				
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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
> Calendar & Reminders
> Desktop Add-Ons
> Import