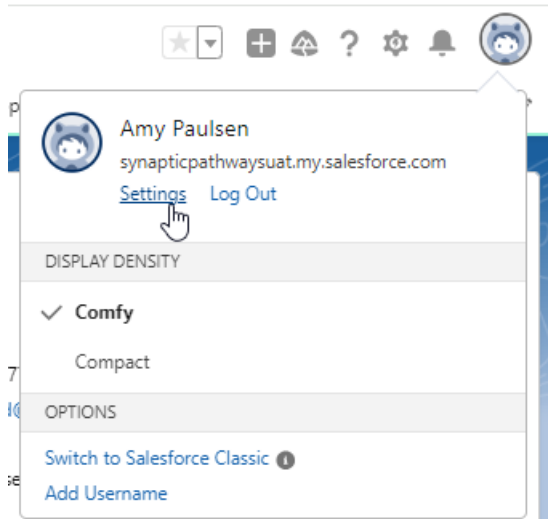


# How to grant access to Support

Last Modified on 27/11/2023 12:07 pm GMT

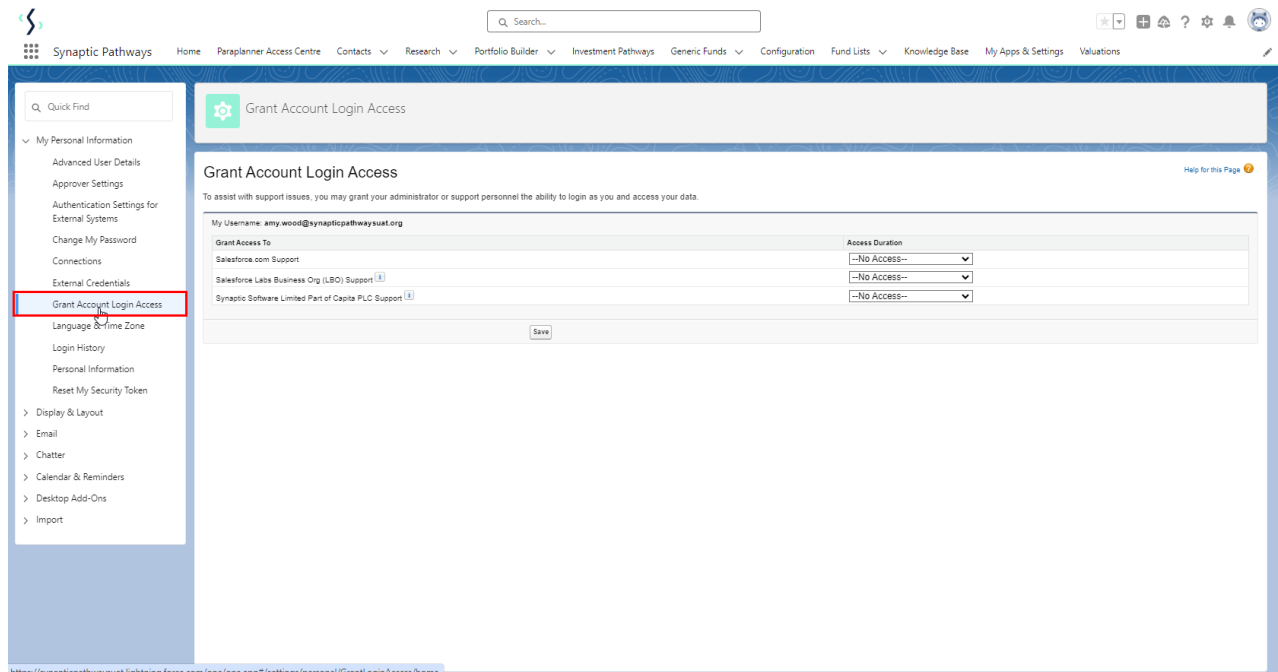
If you need our Support Team to look at an issue within your system, your System Administrator can grant access for a set period of time.

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.





- Quick Find
- My Personal Information
  - Advanced User Details
  - Approver Settings
  - Authentication Settings for External Systems
  - Change My Password
  - Connections
  - External Credentials
  - Grant Account Login Access**
  - Language & Time Zone
  - Login History
  - Personal Information
  - Reset My Security Token
- Display & Layout
- Email
- Chatter
- Calendar & Reminders
- Desktop Add-Ons
- Import

## Grant Account Login Access

To assist with support issues, you may grant your administrator or support personnel the ability to login as you and access your data.

My Username: amy.wood@synapticpathways.co.uk

Grant Access To	Access Duration
Salesforce.com Support	--No Access--
Salesforce Labs Business Orig (LBO) Support	--No Access--
Synaptic Software Limited Part of Capita PLC Support	--No Access--

Save

- No Access--
- 1 Day (exp. 28/11/2023)
- 3 Days (exp. 30/11/2023)
- 1 Week (exp. 04/12/2023)**
- 1 Month (exp. 27/12/2023)