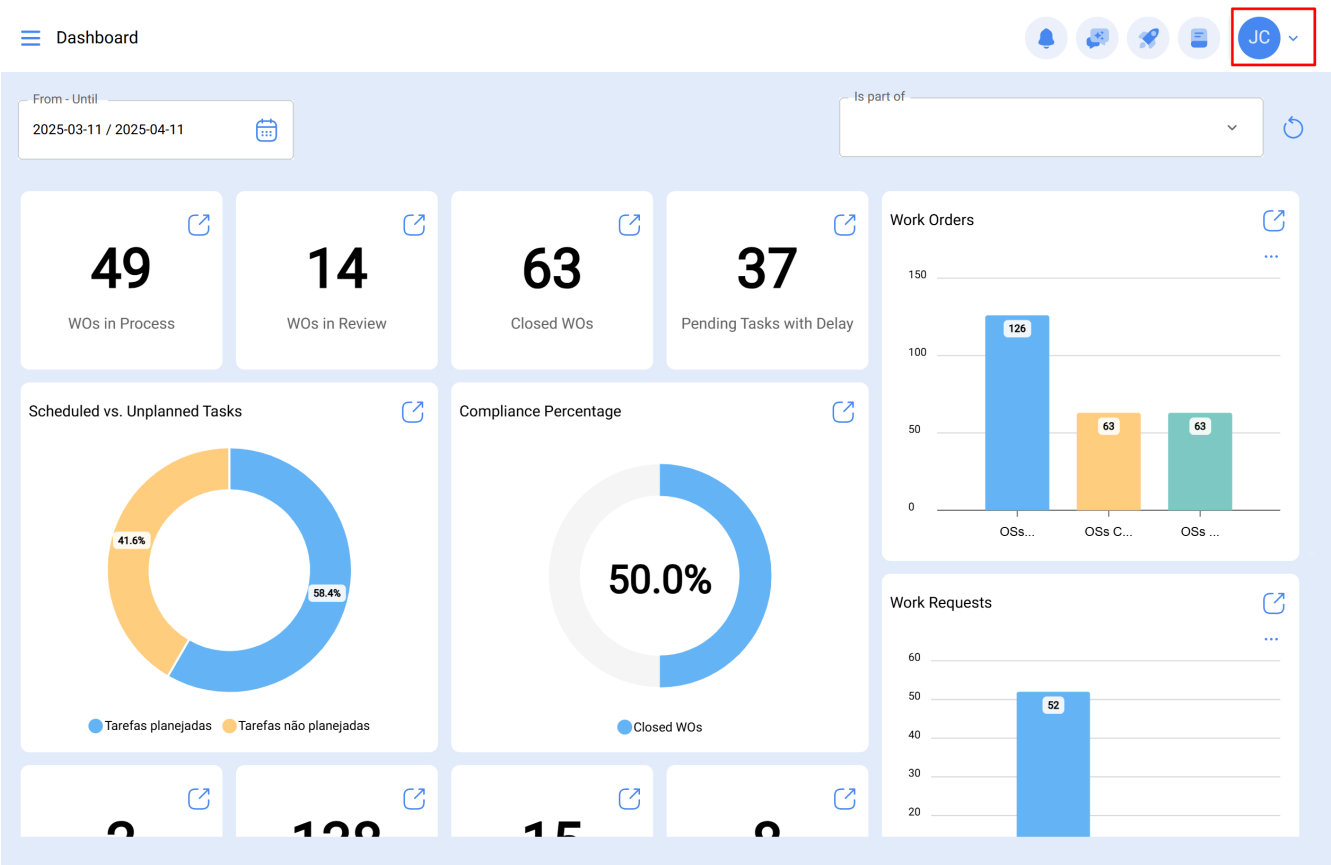


Give access to support team

 help.fractal.com/hc/en-us/articles/25054418793485-Give-access-to-support-team

At Fractal we closely guard the data of our users, which is why we've developed a new function to give access to support on the platform. This way, every time our support team needs to do a technical review on the platform of a user's company, they will request freedom of access to the database.

To free access for our support team, go to the options menu and then the "Help and Technical Support" submenu. Choose the option "Give Access to Support":



From - Until
2025-03-11 / 2025-04-11

Is part of

49

WOs in Process

14

WOs in Review

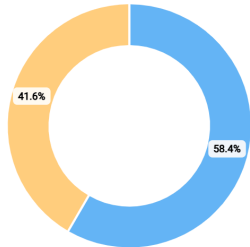
63

Closed WOs

37

Pending Tasks with Delay

Scheduled vs. Unplanned Tasks



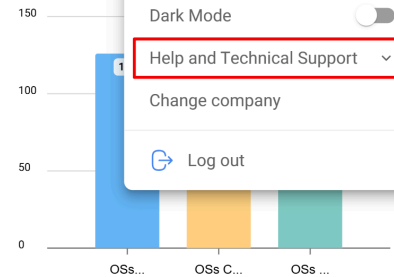
Tarefas planejadas Tarefas não planejadas

Compliance Percentage

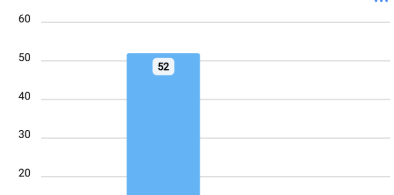
50.0%

Closed WOs

Work Orders



Work Requests



Jonas Campos
jc s@fractal...
Activación Fractal - Esp...

Settings

Language

Dark Mode

Help and Technical Support

Change company

Log out

From - Until
2025-03-11 / 2025-04-11

Is part of

49

WOs in Process

14

WOs in Review

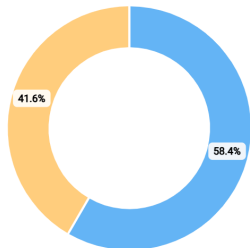
63

Closed WOs

37

Pending Tasks with Delay

Scheduled vs. Unplanned Tasks



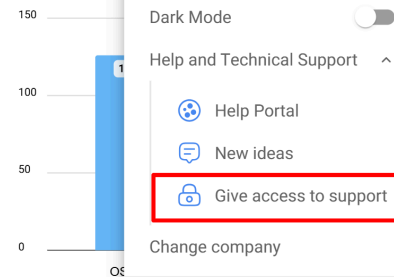
Tarefas planejadas Tarefas não planejadas

Compliance Percentage

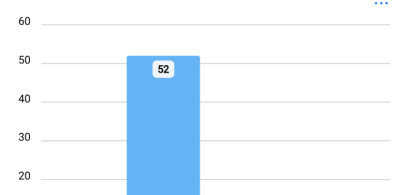
50.0%

Closed WOs

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Work Requests



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Help and Technical Support

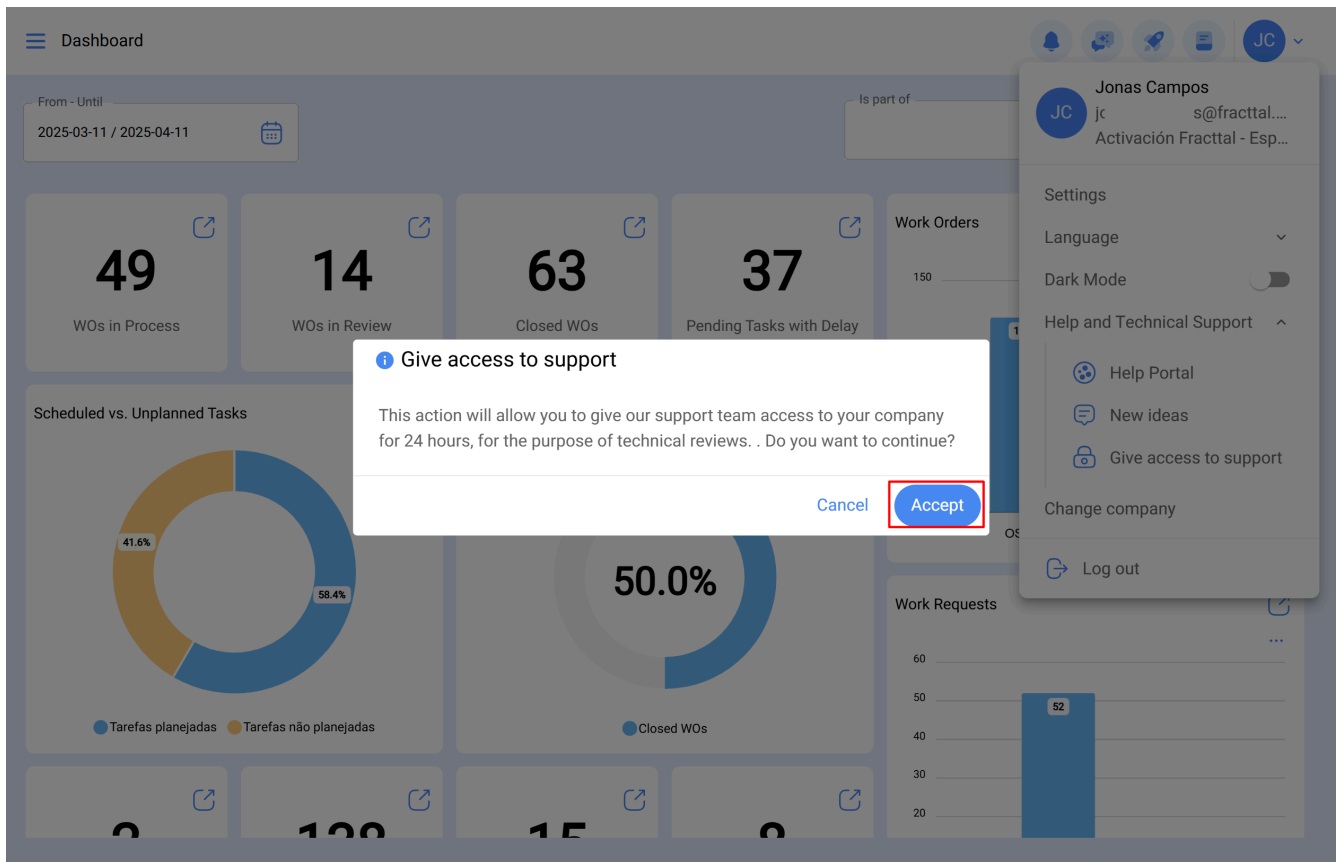
Help Portal

New ideas

Give access to support

Change company

Log out



Note: This action can only be done by a user who has an administrator profile, authorizing our team to carry out support or auditing services on the corresponding database for 24 hours. After this, the access will automatically end, and if our support team needs more time to complete its review, they will ask for freedom to access the database again.