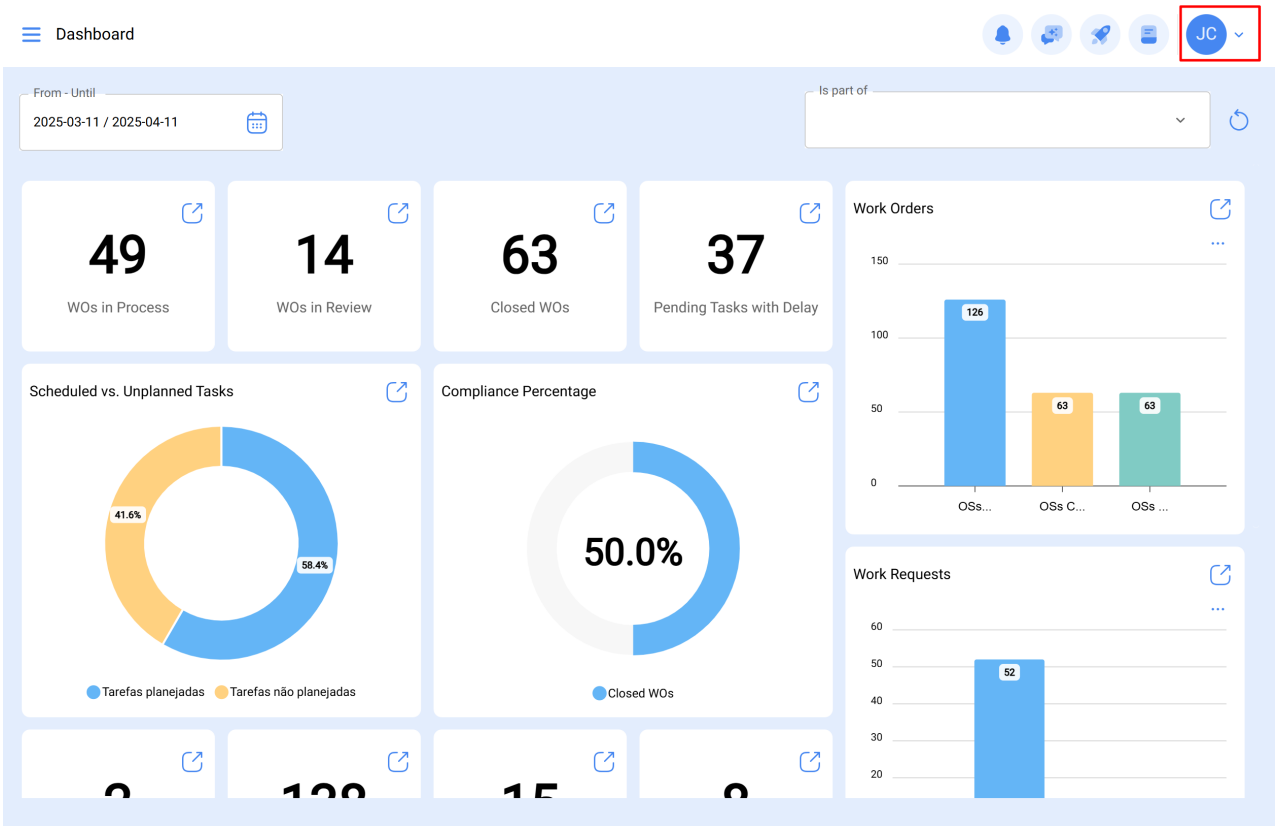
Give access to support team

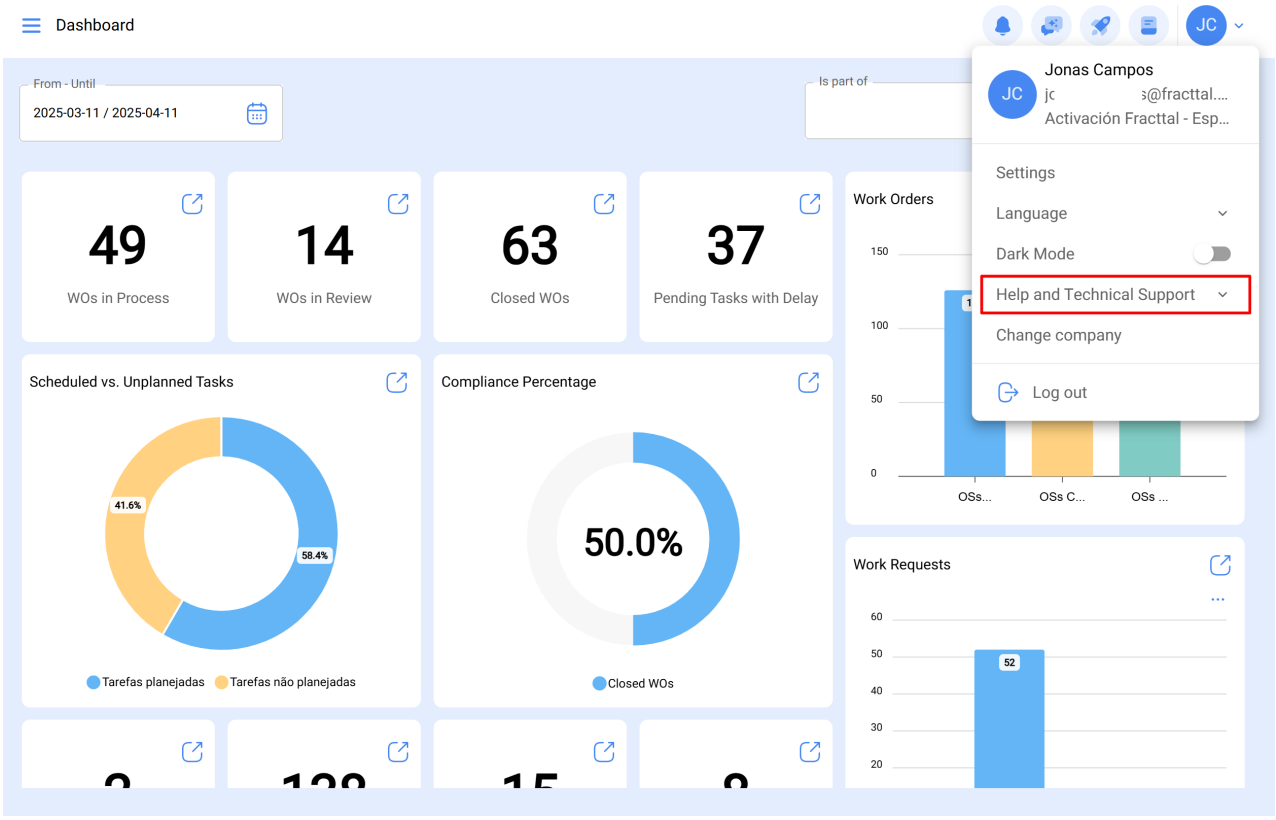
help.fracttal.com/hc/en-us/articles/25054418793485-Give-access-to-support-team

At Fracttal 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":




Dashboard
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Is part of
JC
Jonas Campos
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Activación Fracttal - Esp...
Settings
Language
Dark Mode
Help and Technical Support
Change company
Log out
49
WOs in Process
14
WOs in Review
63
Closed WOs
37
Pending Tasks with Delay
Work Orders
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Scheduled vs. Unplanned Tasks
41.6%
58.4%
Tarefas planejadas
Tarefas não planejadas
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Closed WOs
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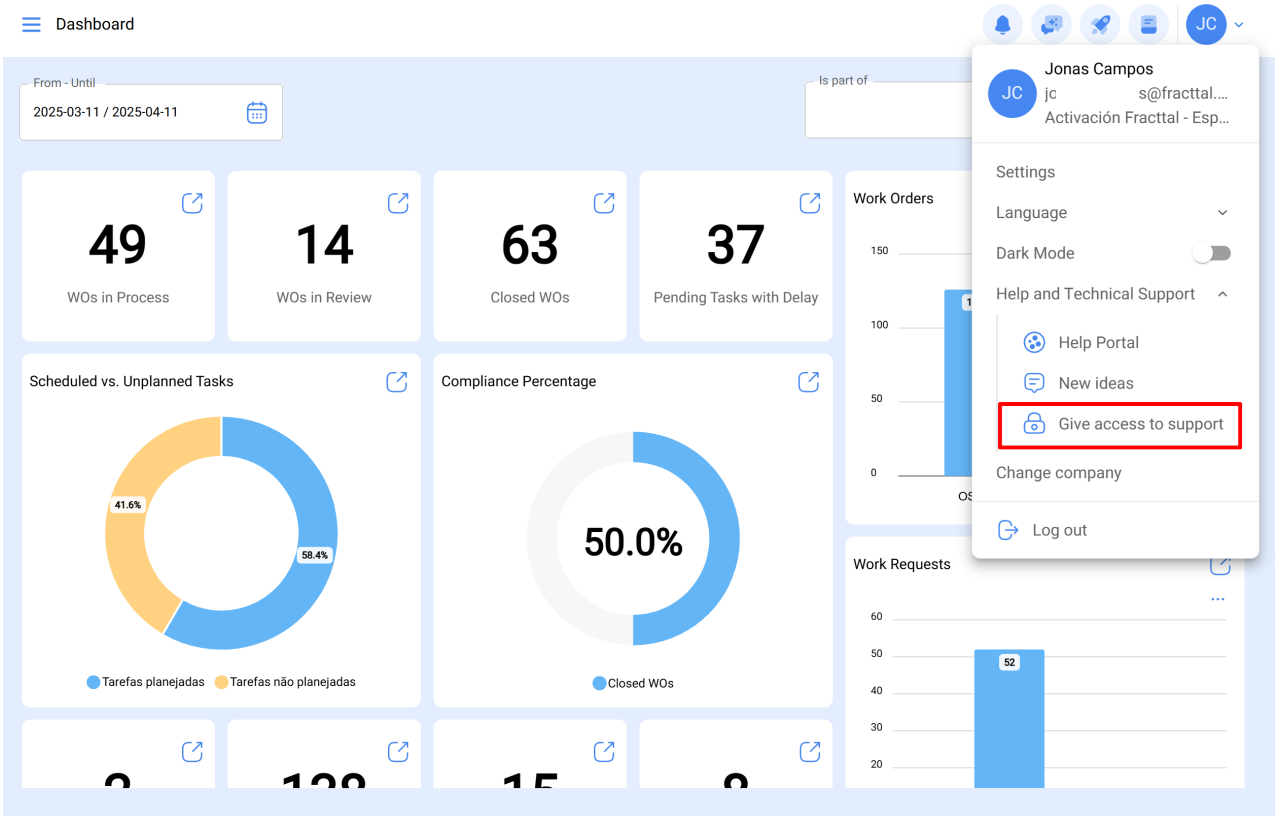
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Settings
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Help Portal
New ideas
Give access to support
Change company
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49
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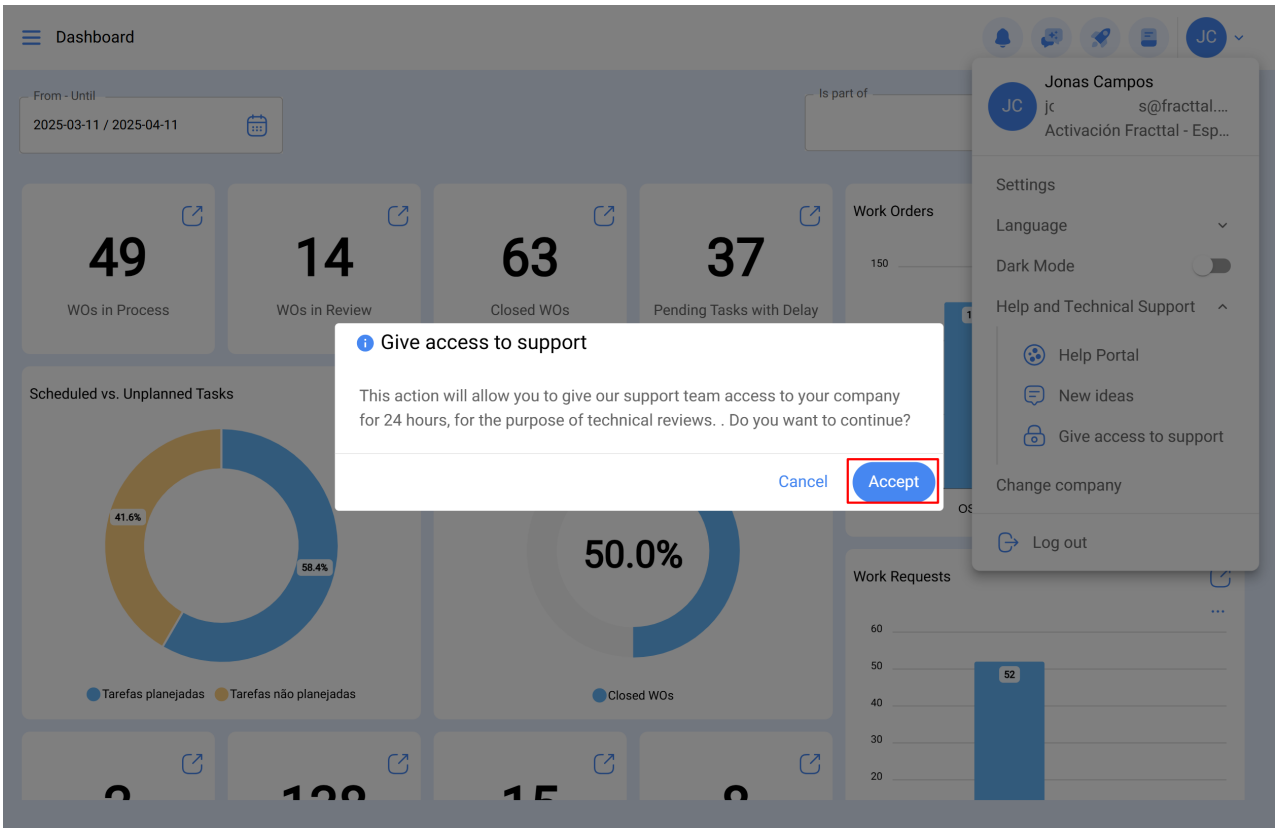

Note: This action can only be done by a user who has an administrator profile, authorizing our team to carry out support or auditing services on the corresponding database for 24 hours. After this, the access will automatically end, and if our support team needs more time to complete its review, they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