

Get started with Software AG

Quick-start guide

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How to get started

If you have purchased one of our on-premise products, our logistics team will send your product license keys, download information and installation instructions via email. In order to download your products, you'll need to access **Empower Portal**.

If you are using one our cloud-based SaaS solutions, you already have direct access to your product environment.

Whether using our product on prem or in the cloud, the **Empower** is the hub for Software AG information. The portal will provide access to these key areas:

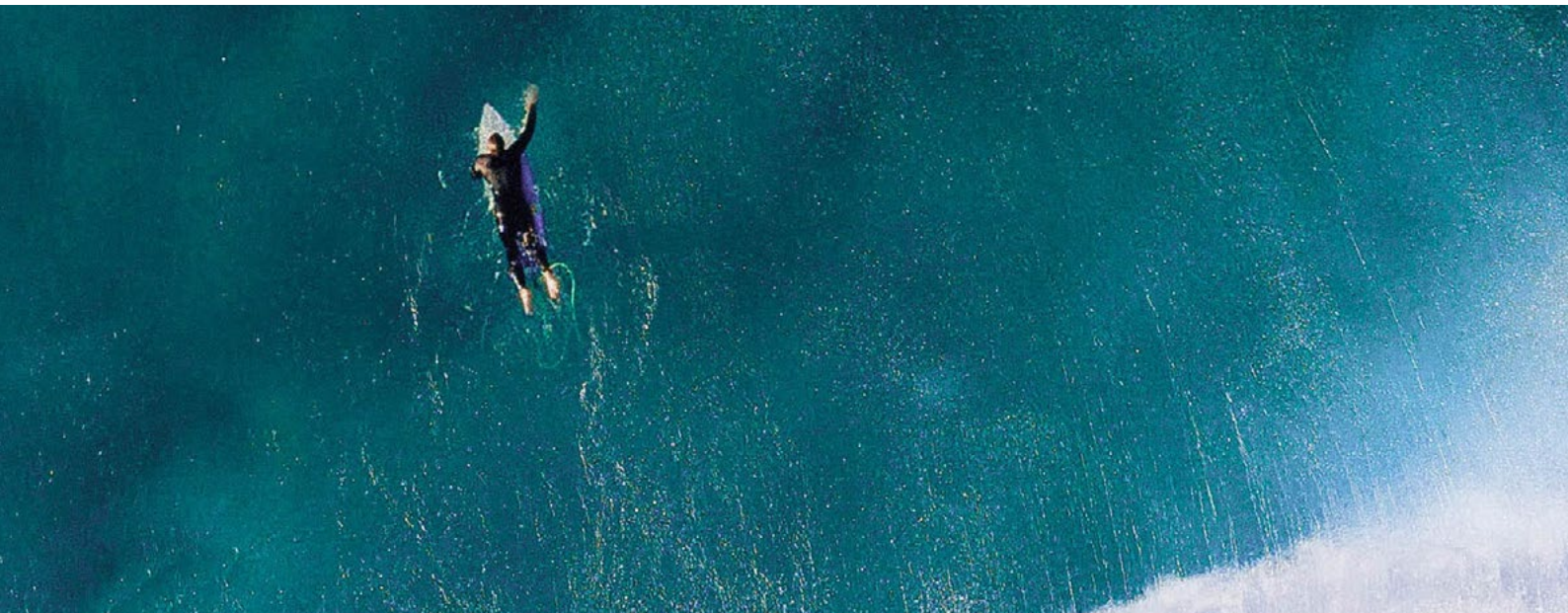
- Online Support Services
- Product Information
- Product Downloads
- Product Fixes
- Knowledge Center
- Discussion Forum
- Feature Requests
- Partner Services

To register send an email to **empower@softwareag.com**

Please include:

- Full name
- Business email address
- Customer number
- Company name
- Product line
- Business phone and cell
- Your timezone
- User type of Customer

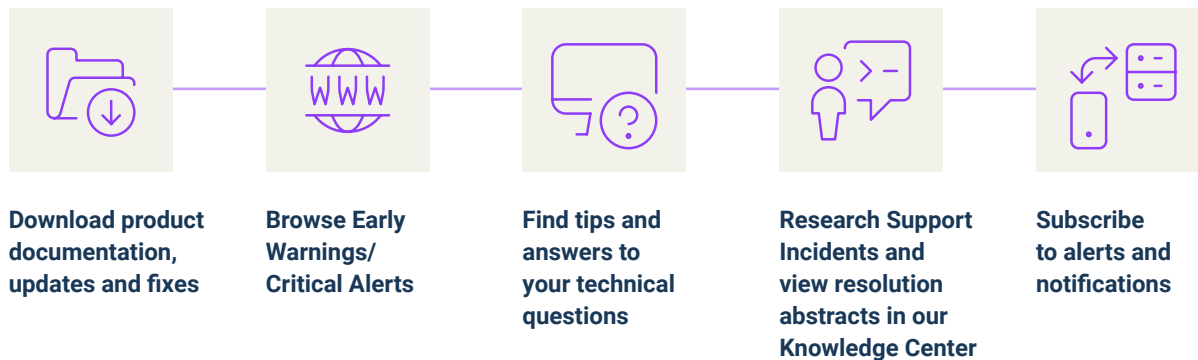
Support will respond as soon as possible with confirmation of your account.



How to solve a problem

We're here to ensure your success! When you encounter a problem, Global Support can help you get to the root of the problem. You can start by looking directly in Empower to see if this is a known issue with a known solution.

In Empower, you can:



>>> If you have a **CRISIS SITUATION**, you can reach Global Support directly for **24/7 support via phone**.

When you call, please have the following information on hand:

- Your name, the organization that needs assistance, email and phone number (Note we can only respond to support incidents from an Authorized Technical Contact for your organization. These contacts are defined when you purchase your Software AG solution.)
- Software AG products and version numbers & Installed service packs and fixes
- Third-party products and version numbers
- Hardware platform and operating system
- JVM® version, where applicable
- Severity of impact
- Description of the Support Incident & any related Support Incidents number(s)

In order to respond to an open Support Incident, you can either update it via Empower, or you can simply respond to the emails you will receive from the Global Support Engineer in charge. Please do not make any modifications to the subject line of this email.

How to learn, share and network with others

Be inspired. Be inspiring.

We have multiple channels that allow you to connect with other Software AG experts and users to learn and share information and showcase your own achievements, innovations and best practices.



Communities and forums

Our **communities and forums** enable users to collaborate and share best practices and insights. Organized by product platforms, content and contributions are made by both Software AG experts and customers. You can connect with 57,000 members from more than 100 countries, ask questions, get how-to advice, learn about user solutions and workarounds, collaborate on wikis and much more. You can find the latest product documentation, product news and release announcements, as well as periodic community magazines and newsletters.

While most of the content is public, selected content and participation activities require a membership. Anyone can join and participate immediately simply by providing their email address. The great thing is that your Empower ID works on these channels as well.



User groups

By joining a **user group** you can share ideas and experiences, discuss technology issues, and connect directly with Software AG experts. We support both international and local user groups, which have established themselves as independent customer panels.

By participating in a user group, you can:

- Learn about upcoming Software AG product developments – often before the information is public
- Connect with peers from around the globe
- Discuss and vote on product changes and enhancements
- Connect directly with Software AG experts at the annual International User Groups conference.



Customer Ambassador Program

The **Customer Ambassador Program** offers you an exclusive chance to show off your game-changing achievements. When you join our program, you can earn privileges and perks based on how involved you'd like to be. Help us build a success story, speak at one of our events, be featured in a thought leadership piece. Then earn points towards exclusive benefits like participation and travel to analyst events, free consulting services or training for your team. Join today by contacting your Software AG representative or **register here**.

How to get help getting started

Software AG's Professional Services provides high-value business consulting and industry process expertise wherever its needed. Our consultants have intimate knowledge of Software AG products. We've guided 4,000+ global customers to realize the best value from our software. With 50+ years in complex, mission-critical environments, our consultants are practiced in delivering quality, reliable and sustainable solutions. Our aim is to help you realize the best value from our software—today and for decades. Find out more about Software AG Professional Services [here](#).

How to get product training

In the digital age, there's no time for guesswork. Choose from a wide range of education and certification options – many of them available to you at no cost - to increase your skills and knowledge across the entire project lifecycle. Train in a public classroom, at your site or online. We can also customize a training plan to meet your specific goals and accelerate your project success. Take a closer look at the services available to you on our [Learning Portal](#).

Take the next step

For more information, visit [SoftwareAG.com](https://www.softwareag.com) and follow on [LinkedIn](#) and [Twitter](#).

ABOUT SOFTWARE AG

Software AG is the software pioneer of a truly connected world. Since 1969, it has helped 10,000+ organizations use software to connect people, departments, systems and devices. Software AG empowers truly connected enterprises using integration & APIs, IoT & analytics and business & IT transformation. Software AG's products establish a fluid flow of data that allows everything and everyone to work together. Learn more at www.softwareag.com

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