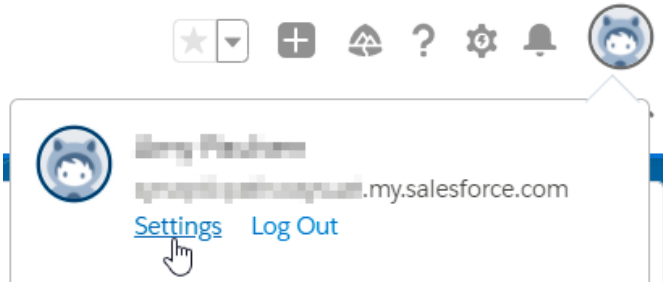


How to grant access to Support

Last Modified on 12/04/2021 11:52 am 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.

