

# Proactis Customer Forum FAQs

Proactis 2020



## 1 Who is the forum for?

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The forum is for UK users of Proactis solutions and services.

## 2 What is the forum for and what are the benefits of using it?

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The forum allows Proactis users to collaborate, share experiences and ask each other questions about business processes, best-practices, implementation approaches, solution configuration models, and more. It's a great place to learn and network with people working in similar roles and within and across sectors. You can discuss ideas in the community too, however, if you wish to officially submit these for review by our Product team they should be logged in the Ideas Portal.

## 3 Registering to join the forum

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You can access the forum using this link: [proactis.com/uk/customerforum](https://proactis.com/uk/customerforum) or via the button on [www.proactis.com](https://www.proactis.com).

Customers can register for an account by clicking on the **Register** link on the website.

Some useful information about the sign-up process:

- Forum members should sign up with their work email address. Access will not be provided to those using personal email addresses.
- A member's account on the forum is separate from other Proactis accounts, so existing logins/passwords will not work automatically.
- Emails from the forum are sent from [noreply-customerforumUK@proactis.com](mailto:noreply-customerforumUK@proactis.com) and they may occasionally go to spam. Sometimes password reset and invite emails take a while to arrive. Please be patient and check your spam folder if an email does not arrive as expected.
- If you do not log into your account at least once every 12 months we will disable it. If you do not enable your account during the following 12 months after it has been disabled the account will be deleted.

After registering you can access the forum through using this link: [proactis.com/uk/customerforum](https://proactis.com/uk/customerforum) or via the button on [www.proactis.com](https://www.proactis.com).

## 4 How to get the most out of the Community

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- Before submitting a question or starting a new conversation, please do a search to see if it's already been covered – the answer may already be there or you can simply join an ongoing discussion thread.
- If you would like us to add a product/solution or sector area please contact [customerforumUK@proactis.com](mailto:customerforumUK@proactis.com) and we will add this if needed.



- Don't be shy – if your topic of interest isn't being discussed then please raise it.
- When starting or engaging in conversation we would suggest that you use terminology that everyone will understand – try and stay away from company specific jargon or acronyms.

## 5 Forum House Rules and Monitoring

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- We want to make sure that the forum remains a friendly place and so please don't do anything horrible, rude or illegal – we monitor posts and will remove anything that we believe could cause upset or offense to others.
- Please only post content that is relevant to the forum – it's not a place for pictures of dancing cats!
- Please don't post personal information (either your own or someone else's).
- Please don't post anything that was created by someone else.
- The forum is not a place to market or advertise your products and services.
- Please don't post anything that contains spam or could contain a link to a virus.
- Proactis Team members will actively monitor posts and will remove content and/or take action, if this breaches the forum's house rules.

## 6 Forum complaints

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If you have a complaint about the forum or have a concern related to content or how the forum is being used, please email details to [customerforumUK@proactis.com](mailto:customerforumUK@proactis.com). We will provide a response within 48 business hours and seek to resolve any issue as soon as we can. Please note that responses will be provided between Monday and Friday and between the hours of 09.00 and 17.00.

## 7 What will you do with my data?

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Our [Privacy Policy](#) outlines what we do with your email address and other information.