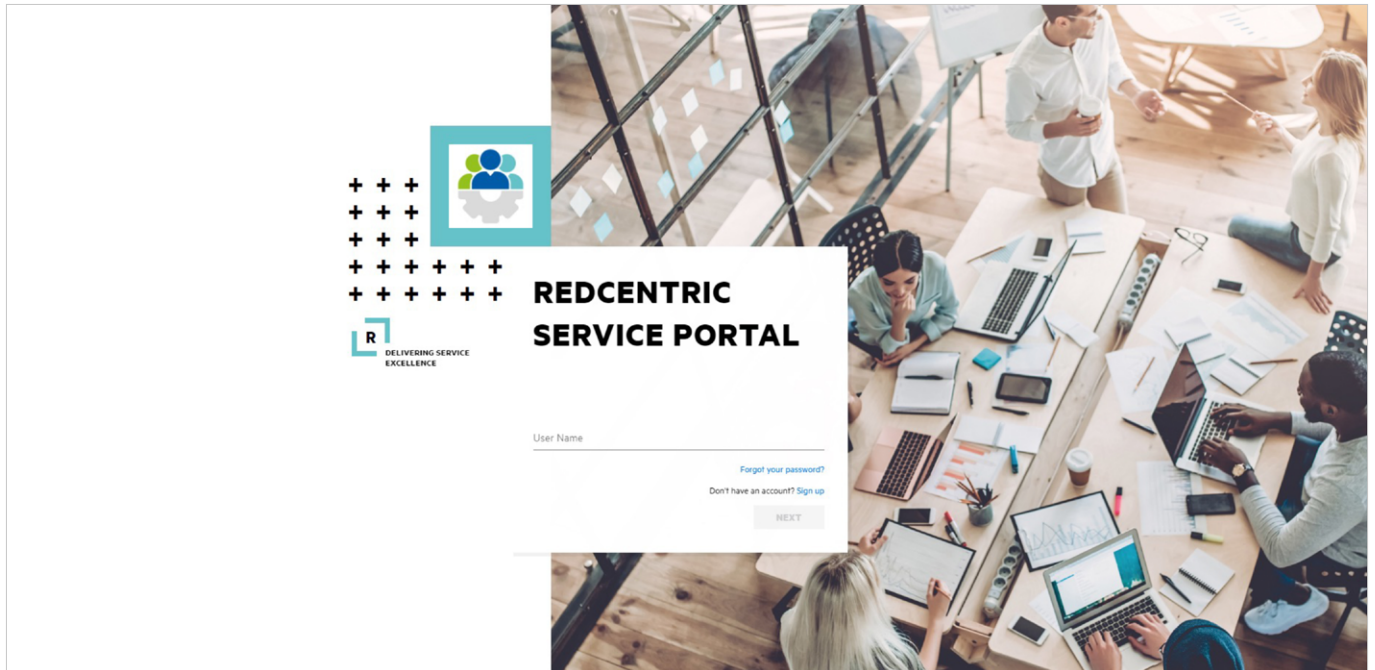


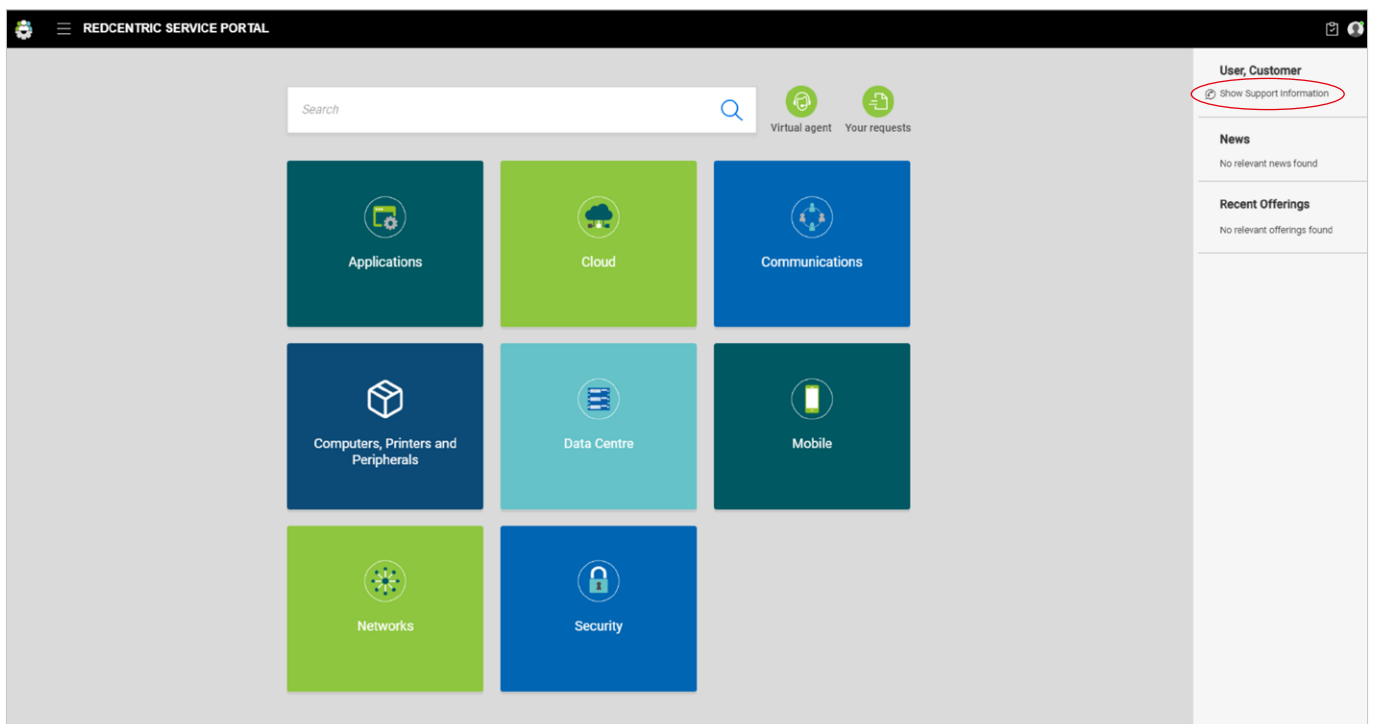
How to obtain my organisation's support handle

For enhanced security to support registration of a new user, if your email domain is not recognised you will be prompted for a support handle. A support handle is a 32-digit alphanumeric code which is unique for all Redcentric customers.

Step 1 – to obtain your organisation's support handle, request a colleague with existing access to log into SMAX, if not already.

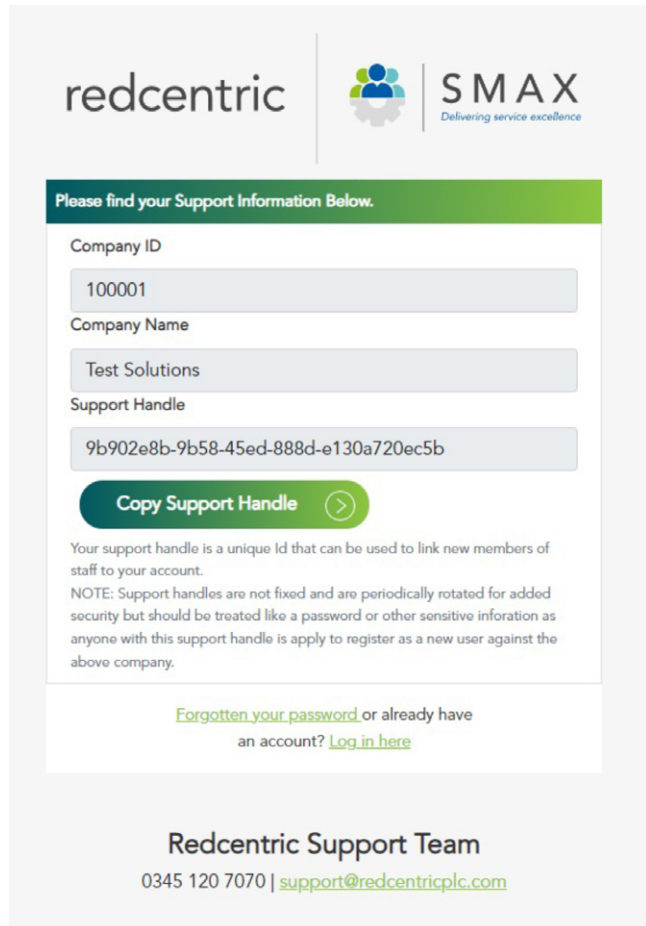


Step 2 – select 'Show Support Information' located under your username at the top right.



How to obtain my organisation's support handle

Step 3 – once selected 'Copy Support Handle' forward this code to the requesting colleague within your organisation. Please follow any local guidelines on approved means of communications.



The screenshot shows a web interface for generating a support handle. At the top left is the 'redcentric' logo, and at the top right is the 'SMAX' logo with the tagline 'Delivering service excellence'. Below the logos is a green header bar with the text 'Please find your Support Information Below.' The main content area contains three input fields: 'Company ID' with the value '100001', 'Company Name' with the value 'Test Solutions', and 'Support Handle' with the value '9b902e8b-9b58-45ed-888d-e130a720ec5b'. Below these fields is a green button labeled 'Copy Support Handle' with a right-pointing arrow. Underneath the button is a paragraph of text explaining the support handle and a note about its rotation. At the bottom of the form is a link for users who have forgotten their password or already have an account. The footer of the form displays the 'Redcentric Support Team' contact information: '0345 120 7070 | support@redcentricplc.com'.

redcentric | SMAX
Delivering service excellence

Please find your Support Information Below.

Company ID
100001

Company Name
Test Solutions

Support Handle
9b902e8b-9b58-45ed-888d-e130a720ec5b

Copy Support Handle >

Your support handle is a unique Id that can be used to link new members of staff to your account.
NOTE: Support handles are not fixed and are periodically rotated for added security but should be treated like a password or other sensitive information as anyone with this support handle is apply to register as a new user against the above company.

[Forgotten your password](#) or already have an account? [Log in here](#)

Redcentric Support Team
0345 120 7070 | support@redcentricplc.com

IMPORTANT – if struggling to obtain your organisation's support handle please contact our Support Team for assistance.