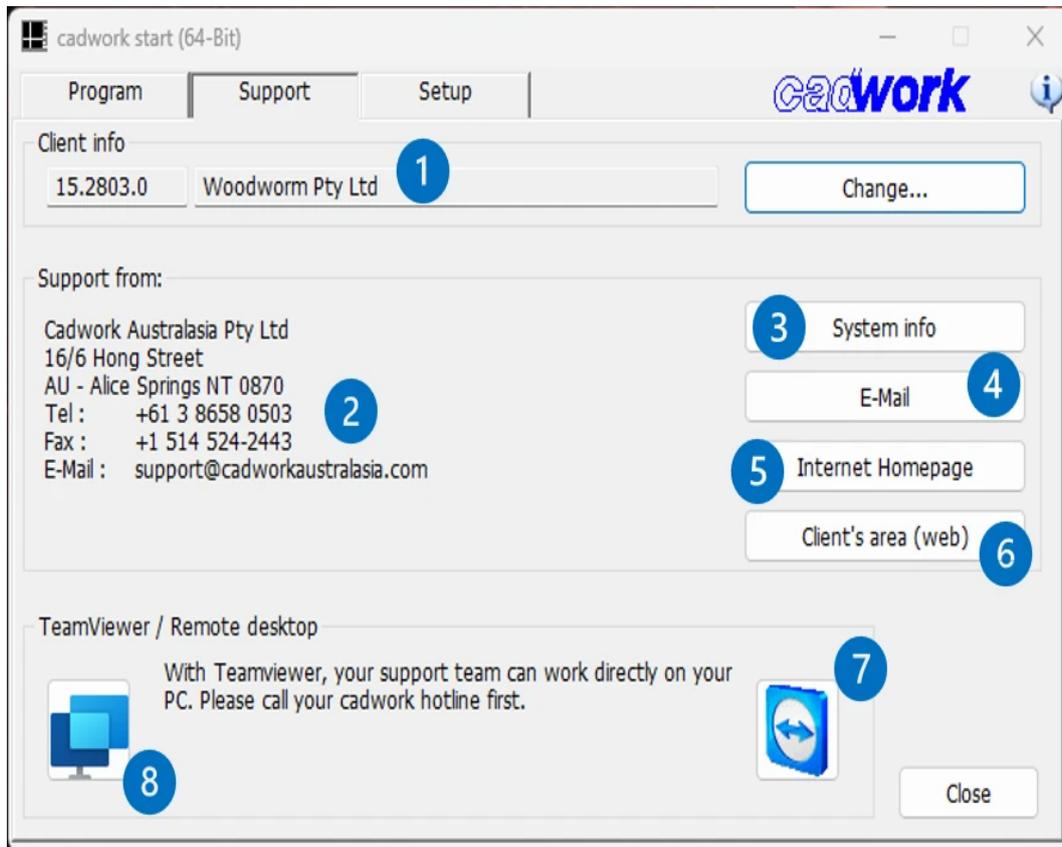


## 3.3 Support tab

In the *Support* tab, you can access various support tools as well as manage your client info.



Support tab in cadwork Start

- 1. Client info:**  
Display of your client number and associated name. You can adjust the data via *Change....*
- 2. Support from:**  
The contact details of the cadwork branch responsible for you.
- 3. System info:**  
You can use this button to call up a system report, which helps us with support, but also shows you general information about your system.
- 4. E-mail:**  
Sends an automatically generated e-mail with system information, licence information, etc. to the cadwork branch responsible for you.
- 5. Internet Homepage:**  
Opens [www.cadwork.com](http://www.cadwork.com) in your default browser. cadwork.com is forwarded to branch specific webpage depending on your IP address location.
- 6. Client's area (web):**  
The traditional client's area has been discontinued with transfer to branch specific web pages. Please get in contact with your technical support if you have any queries or for cadwork branch specific services (As example, cadwork-04 clients have access to a forum via [mycadwork.com](http://mycadwork.com)).
- 7. TeamViewer / Remote Desktop:**  
Call up the TeamViewer program installed by cadwork. Our support can look at your computer via TeamViewer and help and support you directly.
- 8. Microsoft Quick Assistance:**  
If in exceptional cases TeamViewer does not work, it is possible to use Microsoft Quick Assistance as a backup tool. To be used only when requested

by technical support.