

How to access the New Access Knowledgebase

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Document Change Control

Date	Author	Summary of Changes
28/03/2022	Shaanthini	Initial Creation

Access Knowledgebase

Access has moved to a new platform for the FAQ articles for all our products type as shown below: -

Three product categories can be found in this Access Knowledgebase:

1. Access UBS:
 - a. Access UBS Accounting and Billing
 - b. Access UBS Inventory and Billing
 - c. Access UBS Payroll
 - d. Access UBS Point of Sales
 - e. Access UBS Building Service Management
2. Access EasyPay
3. EasyTime

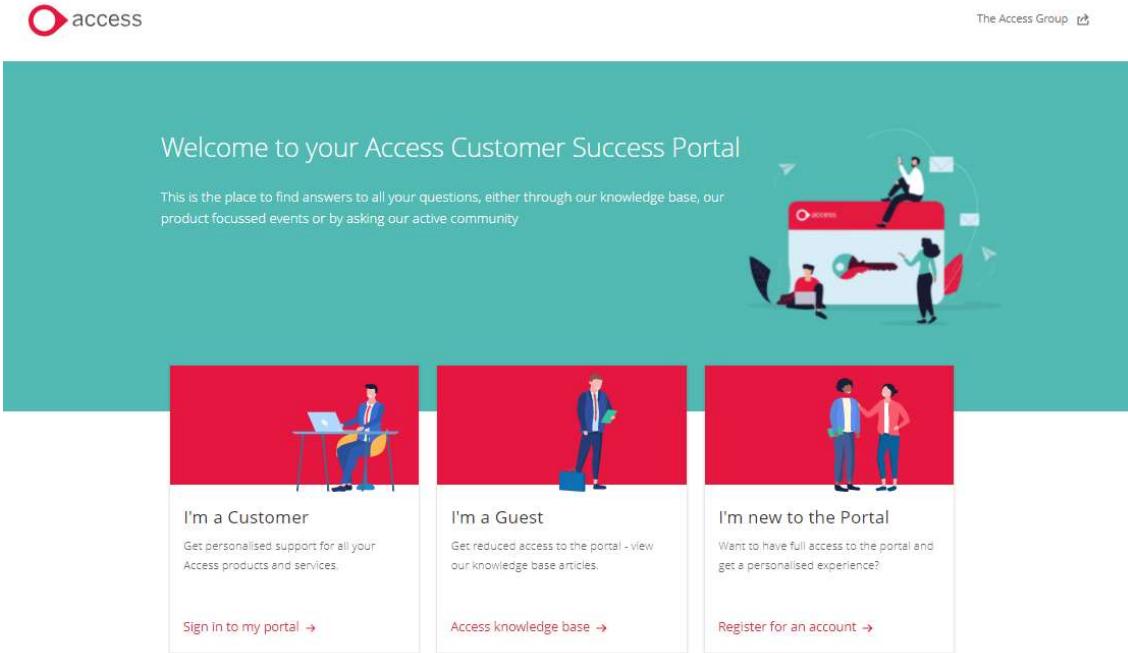
How to access the new Access Knowledgebase

Please find the URL link as follows: -

[Access Customer Success Portal](#)

How to login to the new Access Knowledgebase

On the landing page, go to **I'm a Guest** and click on **Access Knowledge base**



Welcome to your Access Customer Success Portal

This is the place to find answers to all your questions, either through our knowledge base, our product focussed events or by asking our active community

The Access Group

I'm a Customer

I'm a Guest

I'm new to the Portal

Sign in to my portal →

Access knowledge base →

Register for an account →

Note: For Asia customer, only *Guest view* is available until further announcement

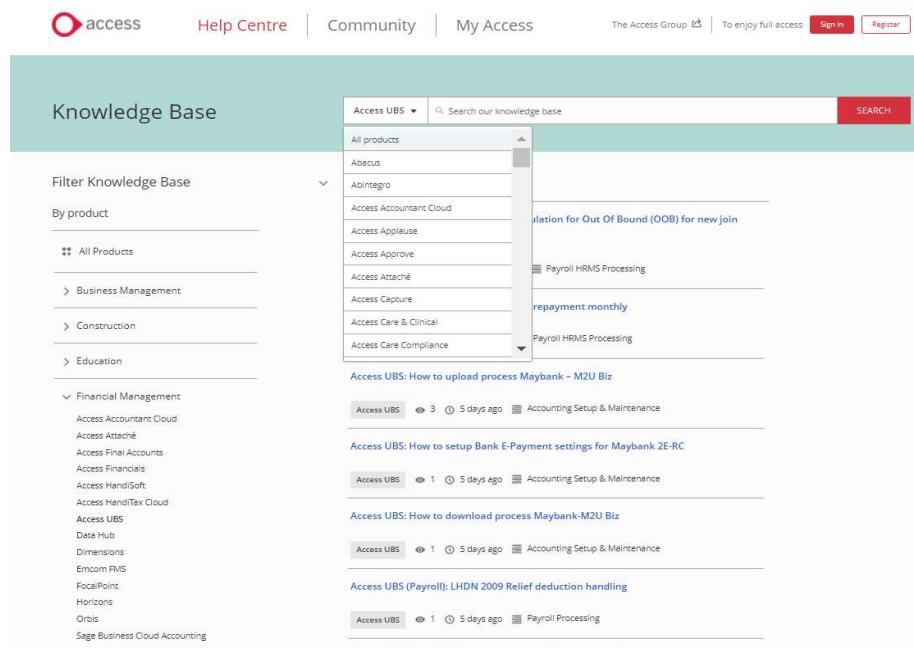
How to view the FAQ articles

Option 1:

Click on the drop-down arrow, **All Product** on the Search Bar to view list of Access products

Option 2:

On the left pane, **By product**, **Asia Product** is located under **Financial Management** for ease of filter



Option 3:

Directly type in your keyword to search for articles and click **Search**

