

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

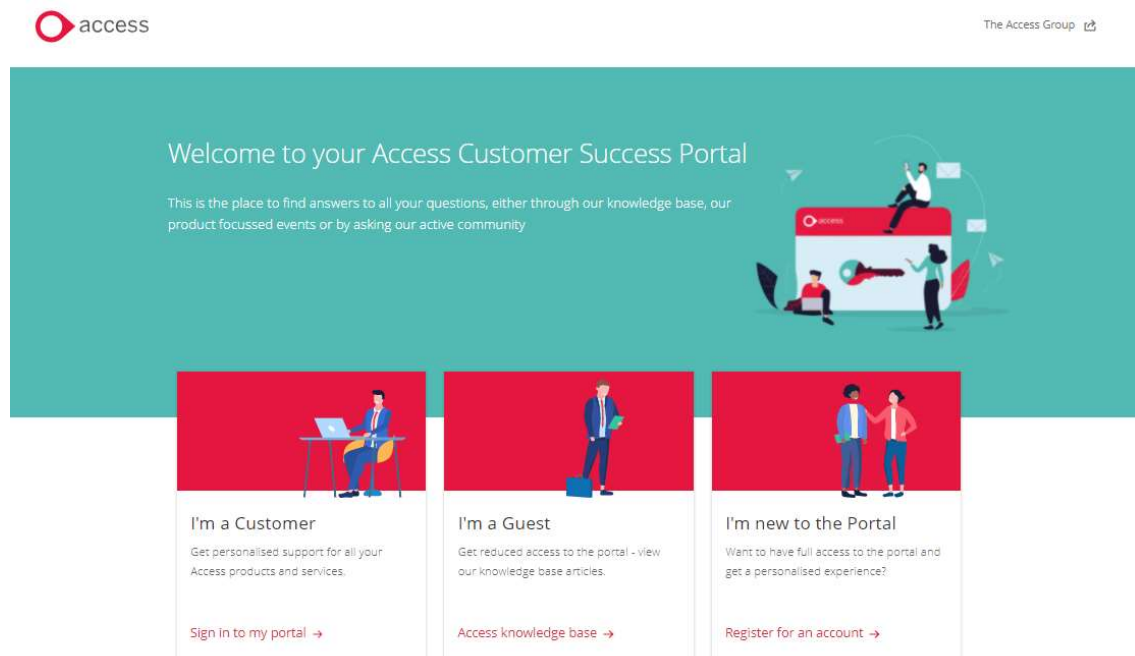
How to access the new Access Knowledgebase

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**



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

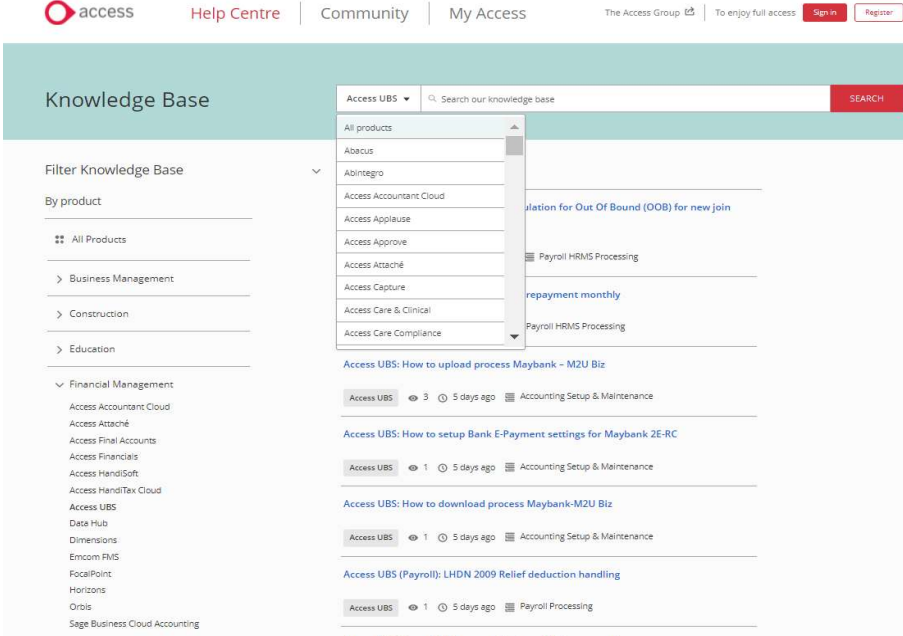
How to view the FAQ articles

Option 1:

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

Option 2:

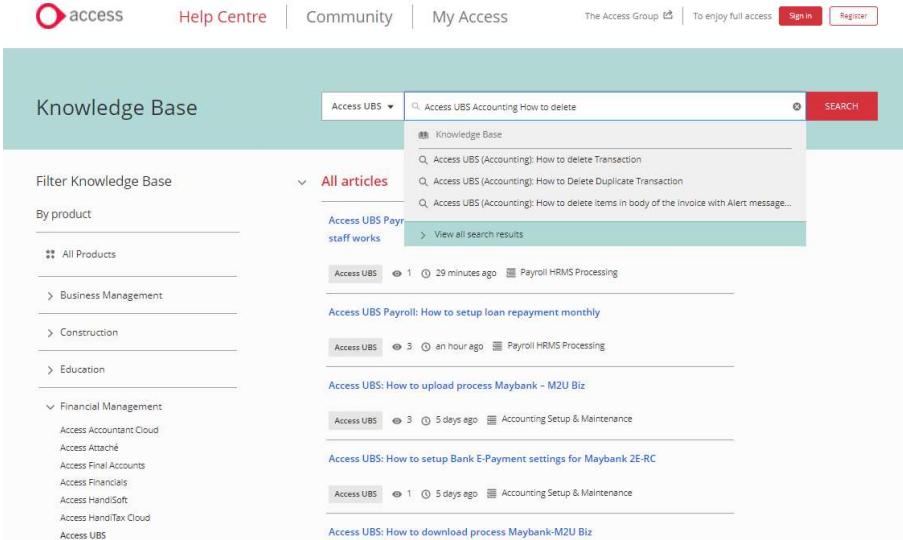
On the left pane, **By product**, Asia Product is located under **Financial Management** for ease of filter



The screenshot shows the Access Knowledge Base interface. At the top, there's a navigation bar with 'access', 'Help Centre', 'Community', and 'My Access'. Below this, the 'Knowledge Base' section is visible. On the left, a 'Filter Knowledge Base' sidebar is shown with a 'By product' section. A dropdown menu is open, showing a list of products including 'All products', 'Abacus', 'Abintegro', 'Access Accountant Cloud', 'Access Applause', 'Access Approve', 'Access Attaché', 'Access Capture', 'Access Care & Clinical', and 'Access Care Compliance'. The main content area displays several articles, each with a title, a date, and a category.

Option 3:

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



The screenshot shows the Access Knowledge Base interface with a search bar. The search bar contains the text 'Access UBS Accounting How to delete'. A dropdown menu is open, showing a list of search results including 'Knowledge Base', 'Access UBS (Accounting): How to delete Transaction', 'Access UBS (Accounting): How to Delete Duplicate Transaction', and 'Access UBS (Accounting): How to delete items in body of the invoice with Alert message...'. The main content area displays several articles, each with a title, a date, and a category.