

# INTACCT SUPPORT GUIDELINES



**Ways to Contact the Armanino HelpDesk**

**Intacct Customer Portal:**  
<https://intacct.secure.force.com/portal/PortalLoginBrandedS>

**JIRA Customer Portal:**  
<https://armanino.atlassian.net>

**Email:**  
 help@armaninoLLP.com

**Phone:**  
 925 790 2643

The lists below provide some common examples of the differences between Intacct Essential Support, Armanino’s Advanced Support, and Implementation Services.

With your Intacct subscription, you are entitled to Essential Support at no additional charge. Essential Support includes:

- Resolution of error messages to keep the system working as designed during the customer’s implementation
- Reset of passwords
- Coordination of adding users
- Restore or refresh of Intacct databases (4 per year)
- Issues related to a “bug” in the software

Armanino offers additional support services as part of its CARE program as well as Implementation Services for more involved projects:

ADVANCED SUPPORT INCLUDES (Included in CARE Program)	IMPLEMENTATION SERVICES (Time & Material)
“How To” questions involving screen-shares and lasting more than 10 minutes	Implementation of new modules
Changing Security assignments (as directed by the customer)	Support for customized modules by another source not authorized or in partnership with Armanino
Corrections to the system configuration that were changed by the customer	On-site visits
Setup and configuration adjustments	Documentation of business processes
Guidance in Year-End Close procedures	Training
Minor report modifications	Process and procedure improvement
	Data cleansing or reconciling
	Integration work
	New report creation