

# Our Resources Your Benefits

## Connect Your Resources, Grow Your Company

Your people are your company's most valuable resources. EPICWEB - your customer portal to Epicor—is designed to optimize their efficiency and knowledge of your Epicor solution.

Visit <http://support.epicor.com> now to create a login or use your existing login to check out our complete content and redesign overhaul.

With administrative rights, you can use **My EPICWEB** under support, to add and update important contacts within your company. Give them the key to learn, self serve and ultimately optimize their use of your Epicor solution.

**Search** and you'll find the answers. **Communicate** and gain knowledge from other customers. **Ask** and a support specialist will be there to chat in response. **Explore** and you'll see how Epicor's been enhancing your product. Your resources are now available the easy way—EPICWEB.

**Content is refreshed on a daily basis.** See what EPICWEB has to offer you and put Epicor to work so your company can grow.

### My EPICWEB

- Submit a Support Call
- Search Answer Books, Calls and Tech Tips
- Manage Change Requests and Issue Resolutions
- Add and Update Company Contacts (Administrative Rights)

### Forum

- Share and Search Solutions from Other Customers
- Connect with Industry Peers
- Collaborate on Maximizing Business Opportunities
- Communicate with Epicor Technical Support

### Support

- Download the Latest Support Updates
- Personalize Your Experience with My EPICWEB
- Chat Directly with Support Representatives
- Search the Expanded Knowledge Base

### Resources

### Resources

- Latest Product Release Announcements
- Resource Library – Plan Process Improvements and Leverage Technology
- On-Demand Webcast Recordings
- Perspectives Global Customer Conference, User Groups, and More
- Press Releases and FYI Customer Newsletter
- Epicor User Group Links and Regional Meetings
- Contact Information – Every Contact, One Location Base

### Product Updates

Includes Product Announcements and updates to keep your system at peak performance.

### Webcasts

### Education

- Explore Expanded Classroom Training and Recorded eLearning Events
- Download Curriculum Roadmaps
- Find Product Specific Content
- Get User Guide Information

### Documentation

- Find Product Information on Your Release Version
- Research Prior and Current Releases
- Download Installation Guides and Patch Documents
- Read Feature Summaries and Get Service Packs



Grow your business profitably by using EPICWEB resources.  
Login at <http://support.epicor.com>.

# Make the Most of Your Resources with Ours

An enterprise software system impacts all areas within a company. To realize the true magnitude of the benefits and associated return on investment, it is critical that people, your best resources, are connected to the Epicor partnership. Create an EPICWEB login at <http://support.epicor.com> and if you're the administrative contact, use My EPICWEB under support to add or update your company contacts. Make sure every department within your company is using the Epicor solution and resources to perform at their peak. Grow profitably by optimizing efficiency and knowledge.

## SEARCH

and you'll find answers

## COMMUNICATE

and gain knowledge  
shared from  
other customers

**ASK** and a  
support specialist  
will be there

**EXPLORE** and find  
more ways to get the  
most out of your  
Epicor solution

**EPICOR**

World Wide Headquarters  
18200 Von Karman, Suite 1000  
Irvine, CA 92612 USA  
Toll Free: 1.800.999.1809  
Phone: 1.949.585.4000  
Fax: 1.949.585.4091

For more information:  
<http://support.epicor.com>

Disclaimer: This document and its contents, including the viewpoints, dates and functional content expressed herein are believed to be accurate as of its date of publication, September 2007. However, Epicor Software Corporation makes no guarantee, representations or warranties with regard to the enclosed information and specifically disclaims the implied warranties of fitness for a particular purpose and merchantability. All information contained herein is subject to change without notice. The usage of any Epicor Software shall be pursuant to an Epicor end user license agreement and the performance of any consulting services by Epicor personnel shall be pursuant to Epicor's standard services terms and conditions. Epicor is a registered trademark of Epicor Software Corporation. All other trademarks acknowledged. Copyright © 2007 Epicor Software Corporation. Part #: 90015-000-000-701