

## Frequently Asked Questions

### 1. What resources will I find on PROS Connect?

PROS Connect provides our customers with access to several different collaborative and support-based resources:

- **Guides and Help Topics** provide product documentation for each PROS Subscription Service, including guidance on technical configurations and how to use certain end user features
- **Knowledge Base Articles** provide guidance on resolving specific issues and best practices
- **Forums** share product announcements and host discussions between PROS and our community of PROS users
- **My PROS Status** shows the current status of each PROS Subscription Service
- **Customer Support** cases allows you to submit, query and report status of your Support requests

### 2. How do I get access PROS Connect?

Once a PROS customer, you simply request an account with your corporate email address. Please click [here](#) to register.

### 3. Is there a limit to the number of users my organization can register to PROS Connect?

There is no limit to the number of users with a PROS Connect log-in. This will allow users access PROS Guides, Help Topics, Knowledge Base Articles and Forums.

Access to Customer Support cases and My PROS Status is available upon request. There is no specific limit on the number of users who can access these features, but we do ask our customers to request access based on who in your organization has the authority to make decisions relating to your PROS Subscription Service.

### 4. What is My PROS Status, and how can I access it?

My PROS Status provides status updates for outage and maintenance events that impact the production instance of the PROS Subscription Service. Please submit a request to [ConnectSupport@pros.com](mailto:ConnectSupport@pros.com) to receive access to the PROS Status page.

### 5. How can I access my organization's Customer Support cases?

Case management is limited to those individuals with decision-making authority and technical expertise to make changes to the PROS Subscription Service. Please submit a request to [ConnectSupport@pros.com](mailto:ConnectSupport@pros.com) to be granted case management permissions for your organization.

**6. How do I request a Service Credit for a PROS Service Level default?**

You simply submit a request for a Service Credit by opening a new support ticket with Customer Support on PROS Connect, including information that explains in what way the Service Level was not met. You can find further information in [PROS Service Level Agreement](#).

**7. What is PROS SFTP, and how can I get access to it?**

PROS SFTP allows for secure file sharing between PROS and your organization, allowing you securely share large log files and download upgrades and patches. It can be accessed with your Connect login information. To access a specific folder in SFTP, submit a request to [ConnectSupport@pros.com](mailto:ConnectSupport@pros.com).

**8. Can I suggest new enhancements or roadmap items?**

Yes, you can! You can go to UserVoice on PROS Connect and submit a feature request at <https://feedback.pros.com/>

**9. How do I get notified when a new release is available for my PROS Subscription Service?**

For any topic you are interested in (including new product releases), you can subscribe to the relevant forum and you will receive an email with announcements and updates.

Please click [here](#) for a quick video tour of PROS Connect