

Frequently Asked Questions

1. What resources can I find on Connect? 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 give steps and guidance on resolving specific issues and best practices
- Forums share announcements and discussions with the PROS community
- My PROS Status shows the current status of PROS SaaS solutions
- Customer Support cases allows you submit, query, and report the status of your Support requests

2. How do I get access to PROS Connect? Once a PROS customer, you can request an account on <https://connect.pros.com/> with your corporate email address.

3. Is there a limit to the number of users my organization can register to Connect? There is no limit to the number of users with a Connect log-in. This allows access to Guides, Help Topics, Knowledge Base Articles and Forums. Access to Customer Support cases and My PROS Status is available by request. There is no specific limit on the number of users who can access these features. We ask organizations to request access based on who has the authority to make decisions for your PROS solution.

4. How can I get access to 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 solution. Submit a request to ConnectSupport@pros.com to be granted case management permissions for your organization.

5. As a SaaS/Cloud customer, how do I request a setting change? Submit a new Customer Support case to PROS and select the case type Service Request.

6. How do I request a Service Credit? You submit a request for a Service Credit by opening a new support ticket with Customer Support on Connect, including information that explains in what way the Service Level was not met. You can find further information on service credits in PROS Service Level Agreement.

7. What is My PROS Status, and how can I access it? My PROS Status provides status updates for outage and maintenance events on your organization's PROS SaaS solutions. Submit a request to ConnectSupport@pros.com to receive access.

8. What is SFTP, and how can I get access to it? SFTP allows for secure file sharing between PROS and your organization. To access SFTP, submit a request to ConnectSupport@pros.com.

9. Can I suggest new enhancements or roadmap items? Yes you can! You can go to PROS Feedback on UserVoice and submit a feature request at <https://feedback.pros.com/>

10. How can I get email notifications when a new release is available for my PROS solution? The Announcements forum space includes release announcements for PROS solutions. You can subscribe to the relevant forums and you will receive an email with release information.