



# NanoGuide Support Portal

This guide shows how to access and navigate NanoGuide.

Written By: Josephine Rose Stair



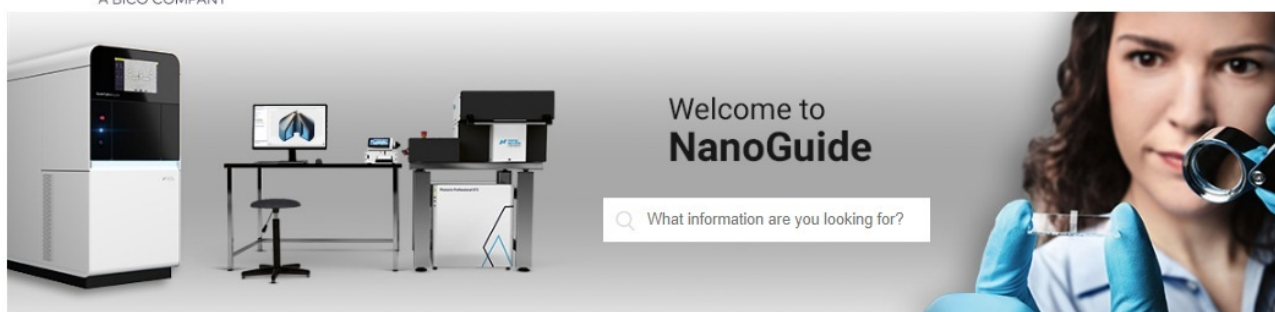
NanoGuide

[nanoscribe.com](#)

[links](#)

[Submit a request](#)

Brandon HILL (Mr.) ▾



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Upcoming dates and content



Help

Nanoscribe support and services



SOP (PP series)

SOP (Quantum X)

Standard Operating Procedure



3D printers

Components and cleaning  
advice



Process Materials

Resin properties and technical  
data



Printing Processes

Printing insights and workflows

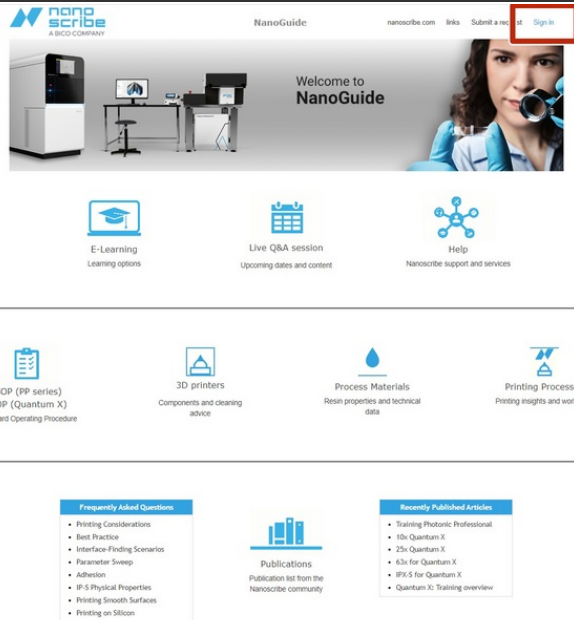
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## Introduction

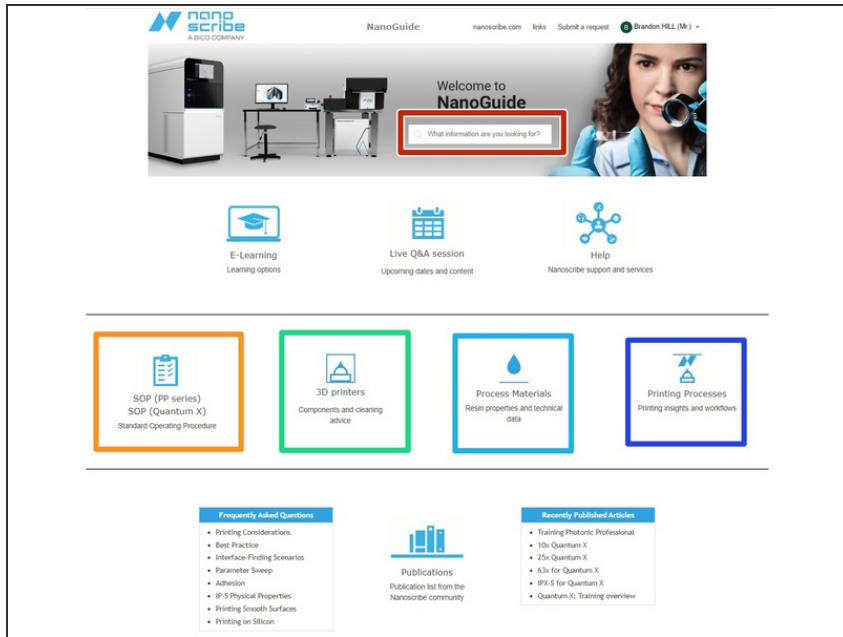
This guide will show you how to access and navigate NanoGuide, Nanoscribe's online user manual and support portal.

## Step 1 — Accessing the NanoGuide Website



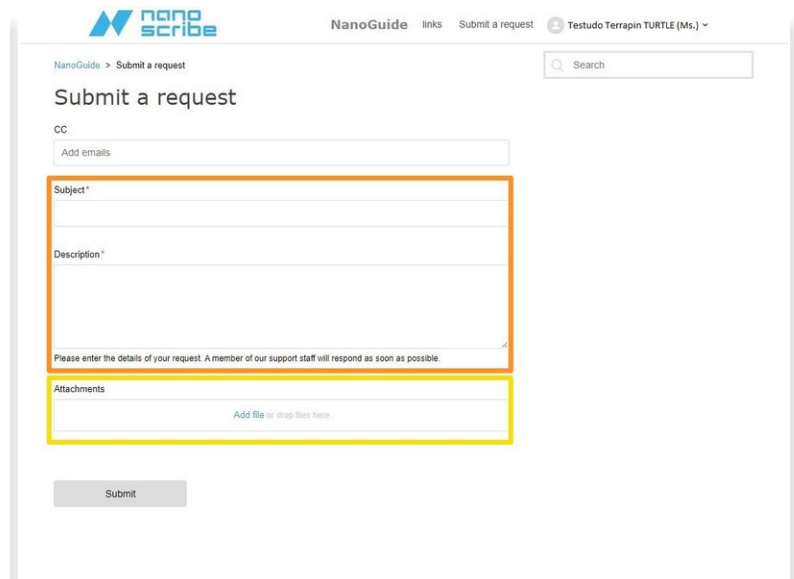
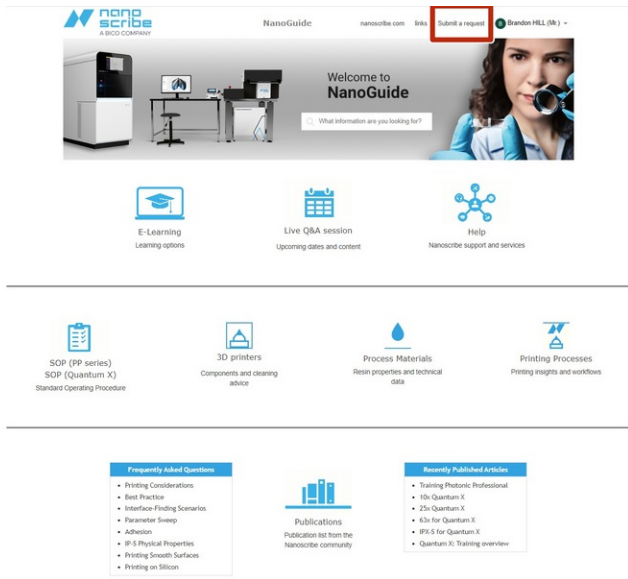
- Go to [support.nanoscribe.com](https://support.nanoscribe.com) to access the NanoGuide help portal.
- Sign in using your NanoGuide credentials.
- **i** If you do not have a NanoGuide account, contact Terrapin Works at [terrapinworks@umd.edu](mailto:terrapinworks@umd.edu) for information about setting up an account.

## Step 2 — Finding Relevant Information



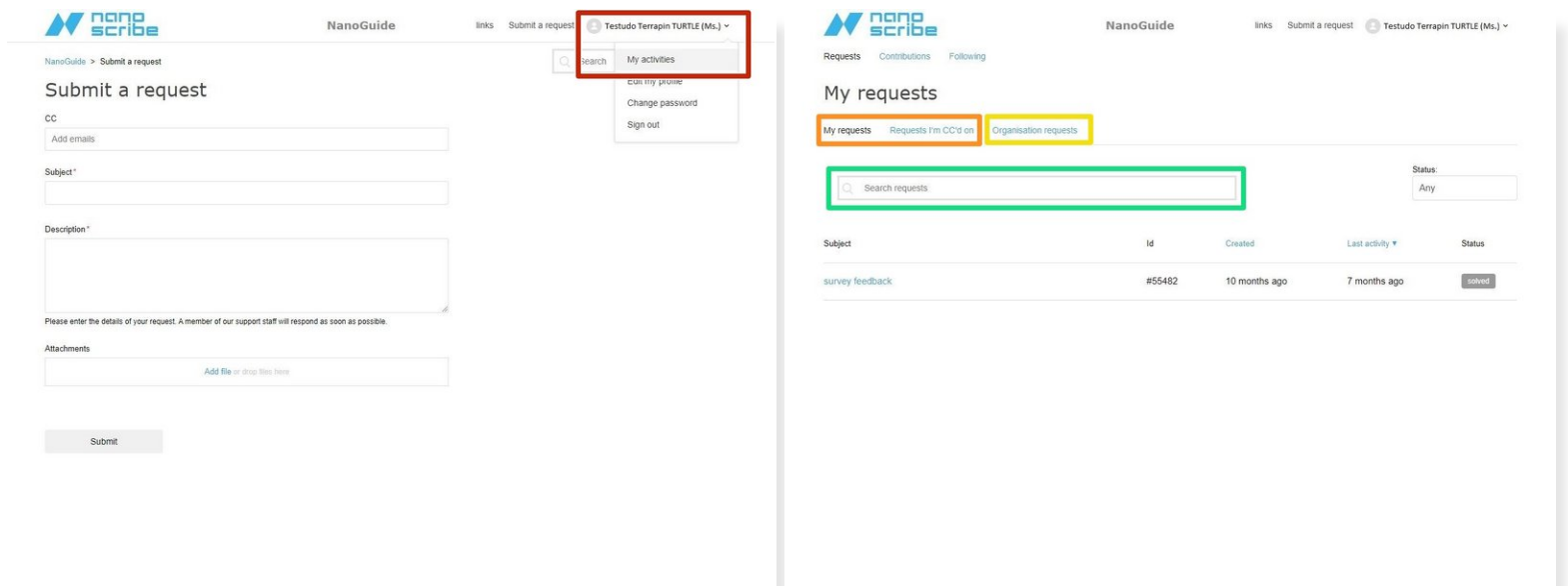
- There are two primary ways to find information on NanoGuide:
  - Use the search bar to identify articles containing key words.
  - Operational Workflow is a good reference for the whole print process.
  - 3d printers -> PP Series has a lot of hardware and practical printing information, from print sets to software overviews.
  - Process Materials has specific material properties for each of the resins, as well as the chemicals used in pre and post processing.
  - Printing Processes covers everything related to pre and post processing prints.
- You can also use the links listed in [this NanoGuide links wiki](#).
- ① The search bar is the most efficient method for finding more advanced or specific information. The NanoGuide links document is useful to review Nanoscribe training completed through Terrapin Works.

## Step 3 — Creating a Support Request



- i** Support requests can be created through the NanoGuide portal or by emailing support@nanoscribe.com. Using the portal is more efficient and stores your request so you can go back to it if necessary.
- Click the "Submit a request" link at the top of the page.
  - Add a subject and description of your request.
  - If you are contacting Nanoscribe about printing-related problems, add images that show the failed print.

## Step 4 — Viewing Requests



- Click your name and select the "My activities" option in the drop down menu.
- Switch tabs to view requests that you've submitted or that you've been CC'ed on.
- Select the "Organizational Requests" tab to view all requests associated with the UMD Nanoscribe printer.
- ⓘ This tab can be used to check if there are any resolved requests that may be relevant to your own questions or problems.
- Search for content using keywords in the search bar of any of the three tabs.