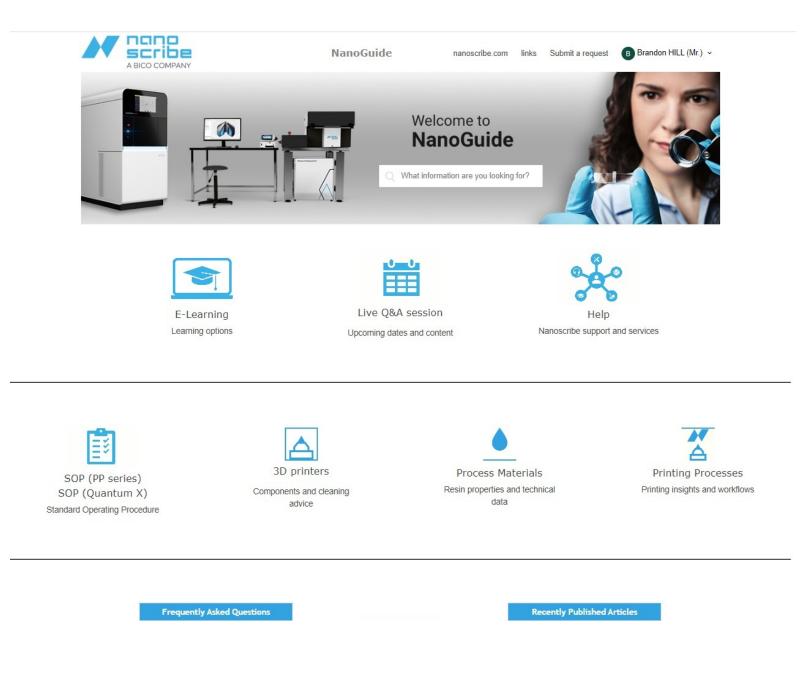


# **NanoGuide Support Portal**

This guide shows how to access and navigate NanoGuide.

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## Introduction

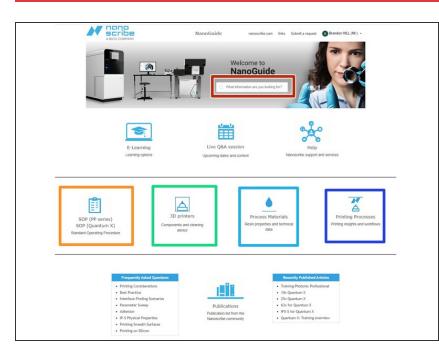
This guide will show you how to access and navigate NanoGuide, Nanoscribe's online user manual and support portal.

### Step 1 — Accessing the NanoGuide Website



- Go to <u>support.nanoscribe.com</u> 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 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.
- 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

Welcome to	NanoGuide > Submit a request	Q Search
NanoGuide	Submit a request	
Q What information are you building for?	cc	
	Add emails	
	Subject*	
E-Learning Live Q&A session Help Learning stores Upcoming dates and content Nanoscribe support and services		
	Description "	
DO (TRI entire) 30 printers Process Materials Printing Processes	Please enter the details of your request. A member of our support staff will respond as soon as possible.	
COP (0P series) SU primers Process Materians Printing Processes DP (Quantum X) Componens and cleaning Resin properties and torthical Printing registes and workflows addice dopenting Processes	Attachments	
	Add file or drop files here.	
Preparely Adult Questions Researchy Published Articles		
Frequently Adulated Cuestion Printing Contraction Printing Contraction texture Training Personic Professional the Contraction	Submit	
Interface-Finding Scenarios 25x Quantum X		

- 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

soobide > Submit a request	Q search	My activities Exit my prome Change password Sign out	Requests Constitutions Following My requests My requests Requests I'm CC's on Criganisation requests				
bjet*			Q Search requests				Status: Any
sscription "			Subject	Id	Created	Last activity *	Status
			survey feedback	#55482	10 months ago	7 months ago	solved
ease enter the details of your request. A member of our support staff will respond as soon as possible.							
Add file or drop film here							
Submit							

- 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.
  - (i) 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.