

From: The Vadim Support Team  
Sent: October-19-11

Subject: **Now Available! Community Portal at [success.vadimsoftware.com](http://success.vadimsoftware.com)**

We are excited to launch our new Community Portal! The portal provides a central place where you can not only interact with Vadim's Support Team via support cases, but also interact with each other to share best practices and solutions, and to participate in bringing improvements to the offerings we provide, whether it is product or service related.

Features that are available with the launch of the Community Portal include:

- Case management – ability to create cases, review and update them
- Ideas – ability to submit enhancement ideas to the community and vote on the submitted ideas, giving us better guidance on what you are wanting
- Answers – a forum to post questions and share your responses with the rest of the Vadim community.
- Documents – an organized repository of user documentation and file downloads

In the Spring of 2012, we are also excited about our plans to make a knowledgebase available, which will be an additional resource that will help you find published solutions to product questions you have.

The Community Portal is now available at [success.vadimsoftware.com](http://success.vadimsoftware.com)!

Upon reaching the site, you will have the option to self-register. Simply enter your email address and you will then receive a confirmation email that provides further direction and assistance, including links to documentation.

We want to encourage you to go to the site and register, and invite all those in your organization using Vadim products to participate. The more participation we have, the better tool that it will become for our community.

Please note that the old support site will continue to be accessible while our customers make the transition to [success.vadimsoftware.com](http://success.vadimsoftware.com).

If you have any questions about the community portal, please email us at [support@vadimsoftware.com](mailto:support@vadimsoftware.com).

Best regards,

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