

# How to use the Help

The IDERA wiki includes a comprehensive online Help system as well as additional resources that support you as you install and use IDERA products. You can also search multiple IDERA Support Solutions, available at [idera.force.com](http://idera.force.com)

Additionally, IDERA helps you by providing:

- 24/7 technical support for critical issues.
- Availability to report cases and access a web-based customer portal for update status.
- Access to our [Knowledge center](#) where you can find FAQs, How To's, Best Practices, and Webcasts.

## View help topics

This wiki includes the following Web browser minimum requirements:

- Internet Explorer 8.0
- Mozilla Firefox 4
- Google Chrome 6

## Access online Help

You can access the IDERA SQL BI Manager Help system through this [link](#).

## Access the IDERA Customer Support Portal

IDERA SQL Customers click this link to enter the portal: <http://idera.force.com/>

For any questions regarding access to the Customer Support Portal, contact your [IDERA Sales representative](#).

SQL [Business Intelligence Manager](#) identifies issues within the SQL BI environment to help optimize BI service performance. [Learn more](#) > >

<a href="#">IDERA Website</a>	<a href="#">Products</a>	<a href="#">Purchase</a>	<a href="#">Support</a>	<a href="#">Community</a>	<a href="#">About Us</a>	<a href="#">Resources</a>	<a href="#">Legal</a>
-------------------------------	--------------------------	--------------------------	-------------------------	---------------------------	--------------------------	---------------------------	-----------------------