

# 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 <http://www.idera.com/support/faq>

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 the Idera Customer Support Portal

Idera SQL Customers click this link to enter the portal: <https://idera.secure.force.com/>

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

SQL [Business Intelligence Manager](#) identifies and resolves Microsoft BI platform performance problems before they happen. [Learn more](#) > >

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