

# Register to Persistent Support Portal

This article provides a step-by-step guide to help you register and manage your user profile on the Persistent Support Portal (also known as the Accelerite Support Portal). Persistent products are sometimes referred to as Accelerite products; both names may be used interchangeably.

After registration, you can access Persistent knowledge base and seek support from 24\*7 help assistant.

Visit Persistent Support here <https://support.accelerite.com>.

This article informs you how to:

- [Use the self-service support platform](#)
- [Register to the Persistent Support Portal](#)
- [Manage your user profile](#)

Note that Persistent products are also known as Accelerite products and these words are used interchangeably in this article.

## 1 Use the self-service support platform

The Persistent Support Portal is a 24x7 self-service platform designed to help you efficiently manage your Persistent software.

It provides interactive tools that allow you to troubleshoot issues, access documentation, and contact support when needed.

Persistent Support Portal offers a vast array of information in the Persistent Software knowledge base, bringing comprehensive support resources at your finger tips. Additionally, Persistent support portal provides online incident reporting to an unlimited number of users.

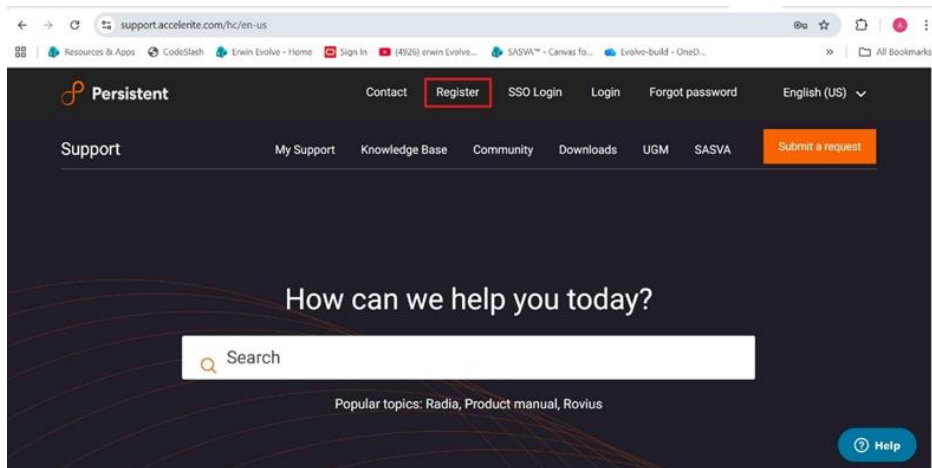
Use this platform to:

- Search the technical knowledge base for to resolve issues, understand known issues and workarounds, documentation, manuals, and product patches.
- Log, track, and update support cases electronically
- Register for email notifications to immediately receive Persistent Software product updates and patches
- Download the latest software patches of Persistent Software products

## 2 Register to the Persistent Support Portal

Customer registration is quick and simple.

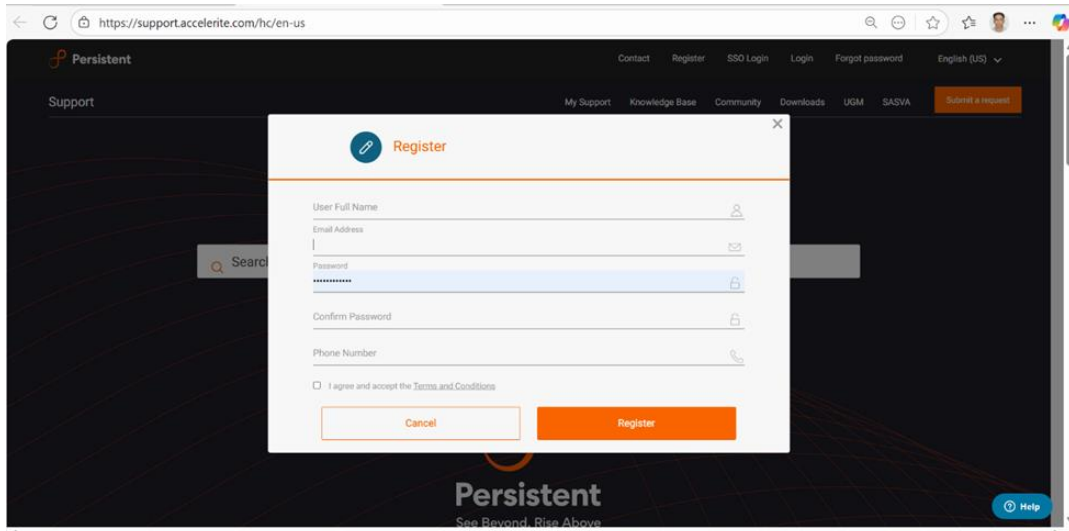
1. Visit <https://support.accelerite.com>
2. Click **Register**.



3. In the registration dialog box, enter the required details, including:
- Full name
  - Corporate email address
  - Password and password confirmation
  - Contact number
  - Agreement to terms and conditions

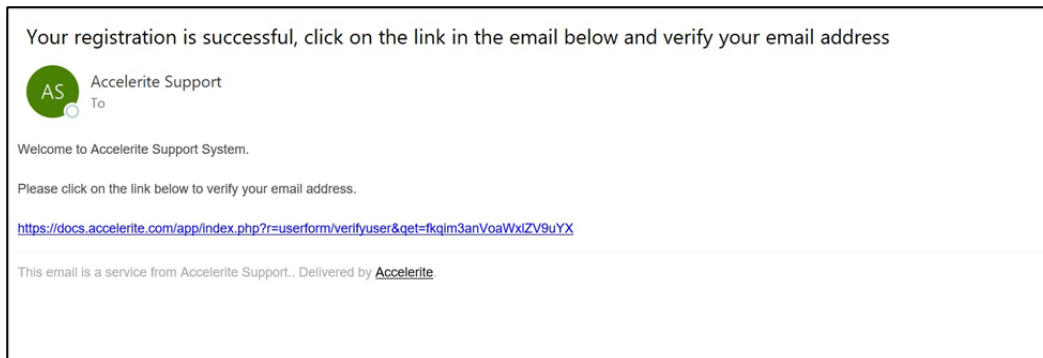
All fields are mandatory.

Using your corporate email ensures your account links correctly to your organization

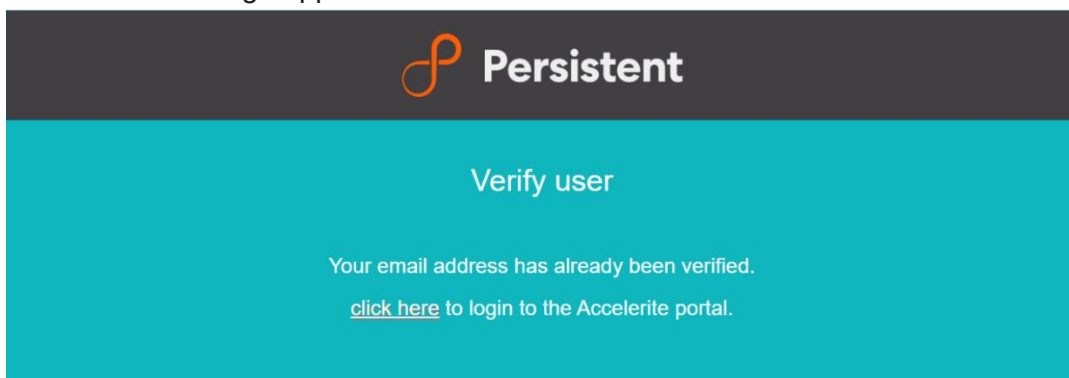


Accelerite Support sends an email to confirm the identity of the customer and validate the email address.

4. Go to your inbox and look for an email from Accelerite support.  
For example, see the following mail for verification of email address.



5. Click the link in the email to go to the Accelerite Support Portal page. The verification message appears.



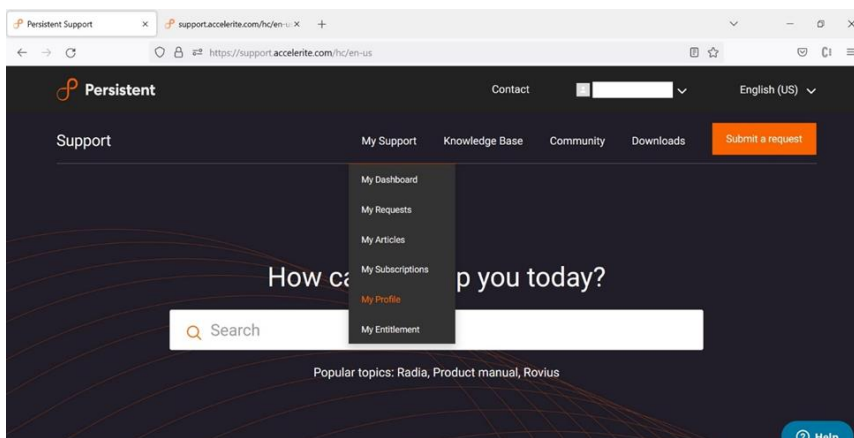
This completes the registration process. Click the link to go to the Accelerite portal.

6. Log in to access Persistent software, software update, help, or to resolve any other query.

If you encounter any issues during the registration process, drop an email message to [support@persistent.com](mailto:support@persistent.com) to escalate the issue to Persistent Support.

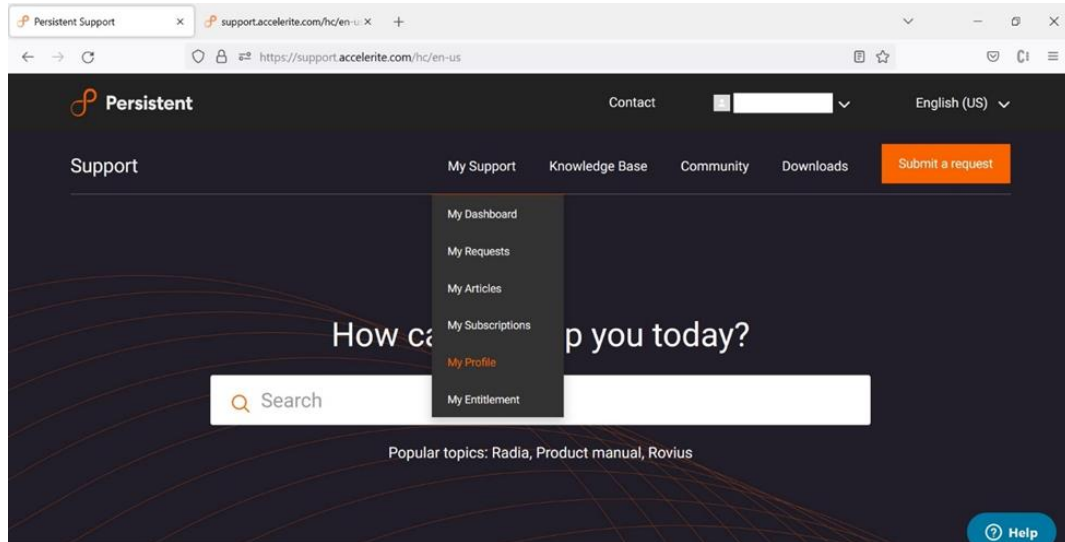
### 3 Manage your user profile

After logging in to the <https://support.accelerite.com>, the home page appears to access all products information.

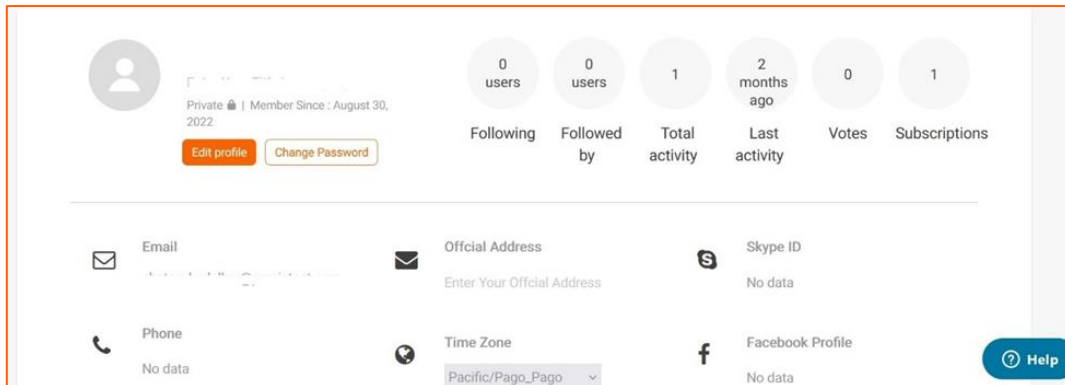


On the home page, click various menu items to explore the portal knowledge base. For example,

1. Click My Support → My Profile to access your profile.



2. Change your username, user profile image, user phone number, change password, view pages you follow, your subscriptions, and so on.



Alternatively, on the upper right of the page, click your username to access this page.

Need more information, help, or answer any other queries, drop an email message to [support@persistent.com](mailto:support@persistent.com).