



Filmworkz[®]
Create Incredible

CALL IN

SUPPORT



GET READY

FOR INCREDIBLE

WE TAKE YOUR INVESTMENT IN US INCREDIBLY SERIOUSLY & IN RETURN

our teams work hard to support you. We make sure we deliver regular updates and features whilst keeping you at the front of the queue for new products so you can focus your time on **Creating Incredible**. You'll find our **Support Structure** simply explained on the following pages and you can see what we've got coming here.

EMAIL TEAM



SUPPORT EXPLAINED

YOU'LL BE PART OF OUR NETWORK OF SOME OF THE FINEST CREATORS ON THE PLANET WHERE YOU CAN EASILY ACCESS ALL THE SUPPORT KNOWLEDGE AND LEARNING YOU NEED TO IMPROVE YOUR WORKFLOWS AND BOOST YOUR OUTPUTS

ACADEMY

It all starts here: by joining the Filmworkz Academy you'll be tapped into a global community of creators and have the opportunity to share your profile and work through our podcast and blog channels.

ACADEMY

FORUM

Our dedicated interactive platform is the place where our ever-growing community of artists and developers swap tips, tricks, news and stay on track with the latest updates and features.

FORUM

CLASSROOM

Education, education, education! Learn from the best in our FREE Classroom webinar sessions, access our FREE online resources and even schedule personalised training sessions* to make sure you're optimising the full power from our platforms and tools.

Our Support customers receive a FREE 1 on 1 annual consultation and workflow audit demonstrating how to get the best from our tools, optimising your workflows and turbocharging your outputs 1 on 1 and group training Sessions can be arranged with a Master Trainer and are chargeable.

ENQUIRE HERE



BUT THERE'S MORE

LATEST UPDATES

Make sure your software stays up to date with the latest release which will include new features, bug fixes and any new products you qualify for.

[FORUM](#)

FW SUPPORT PLATFORM

Support customers will be provided with individual accounts on our dedicated support platform where you can:

1. Report issues
2. Create Feature Requests
3. Ask questions
4. Talk to our team to get the best

All requests generate a trackable ticket number which is assigned to a member of our customer success team for ultimate service.

[SUPPORT](#)

REMOTE ACCESS SUPPORT

Got a Problem?
One of our team can remotely login and diagnose your problem in a flash.

[HELP](#)

AND EVEN MORE...

1 TO 1 SESSIONS

One on one annual consultation and workflow audit demonstrating how to get the best from our tools, optimising your workflows and turbocharging your outputs.

[ENQUIRE HERE](#)

FREE LICENCE TRANSFER

If you need to change your device (and you're not on subscription) our team can help you make that transfer.

[LICENSE TRANSFER](#)

REPLACEMENT PARTS

If your hardware goes down, it can stop you in your tracks. Our Customer Success team can get spare parts out to you so you don't miss a beat.

[HARDWARE](#)



WHAT'S RIGHT

FOR ME?

GOOD QUESTION & TO MAKE IT EASY WE SHOW YOU IN OUR NIFTY SUPPORT MATRIX

	ACADEMY	SUBSCRIPTION	SUPPORT
ACADEMY	✓	✓	✓
FW FORUM	✓	✓	✓
FW CLASSROOM	✓	PAID OPTION	✓
LATEST UPDATES		✓	✓
SUPPORT PLATFORM			✓
REMOTE ACCESS SUPPORT	PAID OPTION	PAID OPTION	✓
1 TO 1 SESSIONS	PAID OPTION	PAID OPTION	✓
FREE LICENCE TRANSFER*		✓	✓
REPLACEMENT PARTS			PAID OPTION

* Subscription customers can self-serve license transfer through their FLM



SO HOW MUCH

DO I OWE YA?


WE'RE KEEPING IT SIMPLE SO...

All  items in the **ACADEMY** column are **FREE**

SUBSCRIPTION

All  items in the Subscription column are included in your Subscription

SUPPORT

All  items in the **Support** column are included in your annual contract.

All **PAID OPTIONS** available by request

[LEARN MORE](#)



ACADEMY

OUR GLOBAL COMMUNITY

JOIN A GLOBAL COMMUNITY OF CREATORS WHO CONSISTENTLY PRODUCE

some of the best visual content the world has to offer. You can engage on our social channels, tune into our Podcast series, read blogs and profiles and join the forum where you'll **learn new tips and tricks**.

So what are you waiting for?

JOIN ACADEMY



WANNA KNOW MORE?

[SPEAK](#)

[TEAM](#)

[FORUM](#)

[WEBSITE](#)

