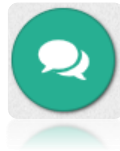


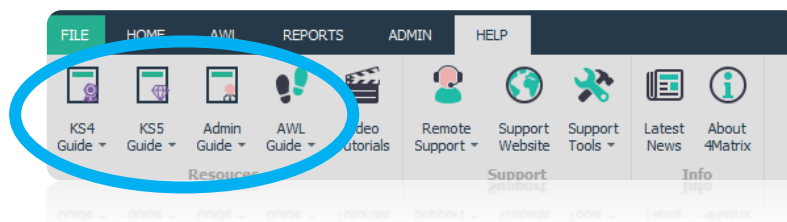
### Links, Videos and Documentation

- 1) **The 4Matrix knowledgebase and ticket-logging service:** <https://www.help.4matrix.com>  
*If you log a ticket and don't receive a confirmation email or reply within 1 hour (9am – 5pm, Mon – Fri), check your junk/spam folder*
- 2) **Live chat service for general enquiries and support via** <https://www.4matrix.com>  
When available (usually 9am – 5pm Mon – Fri) the green-bubble chat link is in the bottom right of the page:

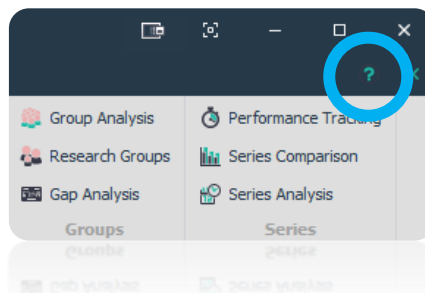


- 3) **The 4Matrix Practical Guide, ideal for teachers and internal training:**  
[https://www.4matrix.com/help/4matrix\\_practical\\_guide.pdf](https://www.4matrix.com/help/4matrix_practical_guide.pdf)
- 4) **PDF guides for Admin, AWL, KS4, KS5 and installation (login required):**  
<https://www.4matrix.com/documentation>
- 5) **PDF and interactive guides for Admin, AWL, KS4 and KS5 (no login required):**

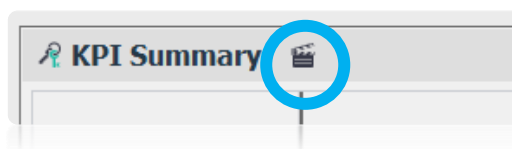
Via the Help tab in 4Matrix:



Some tools in 4Matrix also have a small '?' icon in the top right which will open the relevant guide/topic:



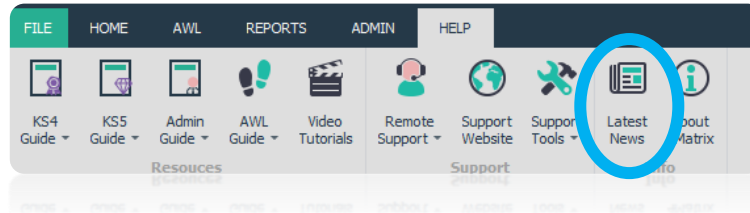
- 6) **Extended Video tutorials, mainly covering the import process, for Admin users:**  
<https://www.4matrix.com/videos>
- 7) **Video tutorials within 4Matrix - wherever you see the small video icon:**



### Links, Videos and Documentation Cont./

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8) The 4Matrix News page - access via Help tab in 4Matrix:



9) Information on training and events: <https://www.4matrix.com/training>

10) Other resources, such as results day guidance, sample spreadsheets for import, SIMS reports, update help: <https://www.4matrix.com/resources>

### Social Media

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1) The 4Matrix Facebook group (with 500+ members to date!): <https://www.facebook.com/groups/4matrixdata/>

2) The 4Matrix Twitter feed: <https://twitter.com/4matrix> (@4Matrix)

### Sales and Technical

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1) Sales and accounts enquiries:

Email: [sales@4matrix.com](mailto:sales@4matrix.com)

Log a ticket: <https://www.help.4matrix.com>

2) Emergency Technical issues such as updates failing, installation issues, etc

Log a ticket: <https://www.help.4matrix.com>

Phone: 020 3475 4463 (9am – 5pm, Mon – Fri, note that you will be asked for ticket reference)

### Mailing List

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1) To sign-up to the 4Matrix mailing list and receive update notifications, changelogs and other important information such as Results Day Preparation Guidance, please add a Newsletter Contact to your account at <https://www.4matrix.com/user>

2) You can manage all the contacts on your account on the same page.

If you need a reminder of your school's login to the website, please contact [sales@4matrix.com](mailto:sales@4matrix.com)