



THE DYE & DURHAM SUPPORT CENTRE: GETTING STARTED

The Dye & Durham Support Centre is your home for accessing the Affinity Helpline, submitting support requests, exploring our Knowledge Base, requesting upgrades, and placing orders for professional services.

This quick guide will help you get started with the essentials.

CONTENTS

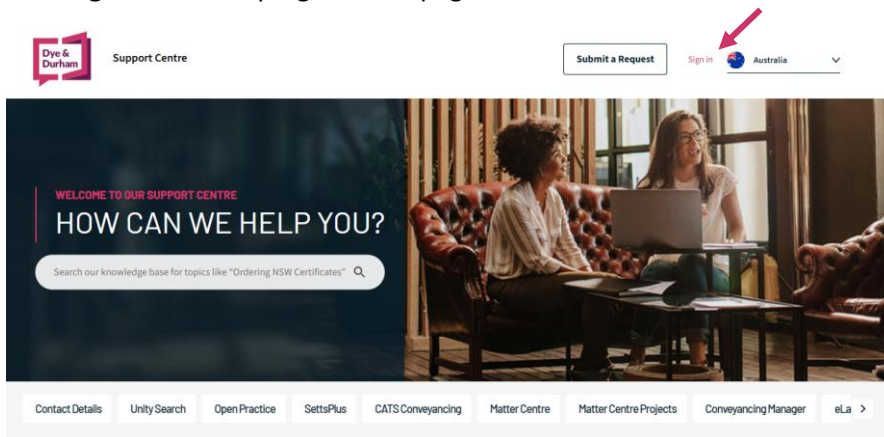
SIGNING INTO THE DYE & DURHAM SUPPORT CENTRE	2
SUBMITTING A SUPPORT REQUEST	3
VIEWING YOUR SUPPORT REQUESTS	4
HOW TO SEARCH THE AFFINITY KNOWLEDGE BASE	5
HOW TO REQUEST AN UPGRADE AND BOOK PROFESSIONAL SERVICES	6

SIGNING INTO THE DYE & DURHAM SUPPORT CENTRE

To access Affinity support services and content, you'll need to sign in to the Dye & Durham Support Centre.

STEPS

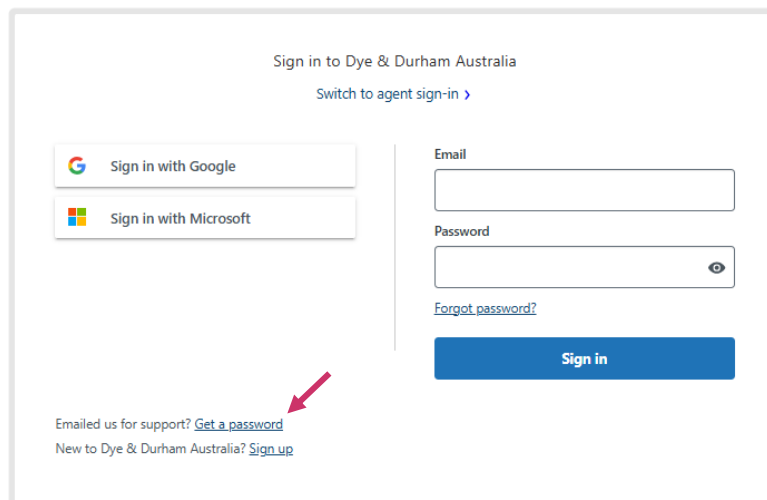
1. Go to <https://support.dyedurham.com.au/>.
2. Click **Sign In** at the top right of the page.



3. Depending on your previous use of Dye & Durham Support Centre, follow one of the options below:

- **First-time users:**

- a) If this is your first time using the Dye & Durham Support Centre, click **Get a Password** (bottom left of the sign-in window).



- b) Then, enter your email address and follow the instructions sent to your inbox.
- c) Once your password is set, return to the portal and log in.

- **Returning users:**

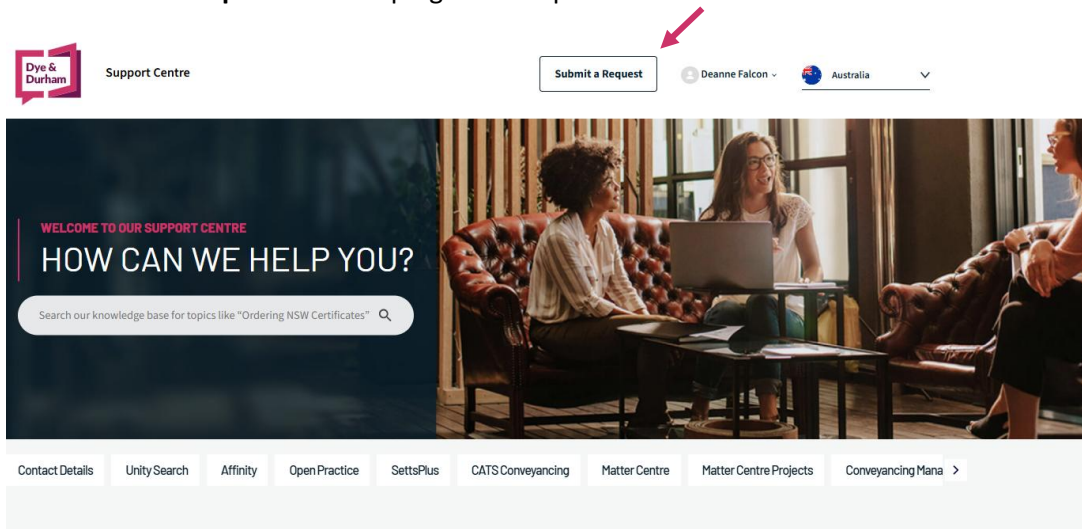
If you have previously used the Dye & Durham Support Centre for other Dye & Durham products (e.g., Unity™ Search), simply log in using your existing credentials.

SUBMITTING A SUPPORT REQUEST

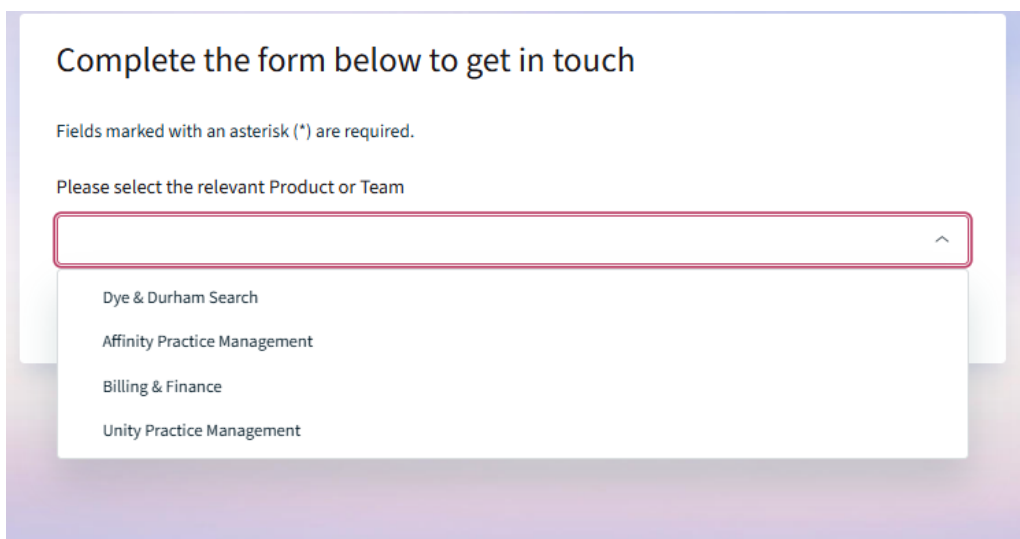
Once signed in, it's easy to raise a support ticket.

STEPS

1. Click **Submit a Request** at the top right of the portal.



2. Choose the most relevant category from the dropdown menu.



3. A tailored form will appear. Fill in the required details to help us assist you effectively.
4. After submitting your request, you'll receive a ticket number for reference.

Don't forget

You can also raise a support request by phone between 8am and 8pm (AEST/AEDT as applicable), Monday to Friday, excluding public holidays.

Australia - **1300 730 000**

New Zealand - **0800 700 149**

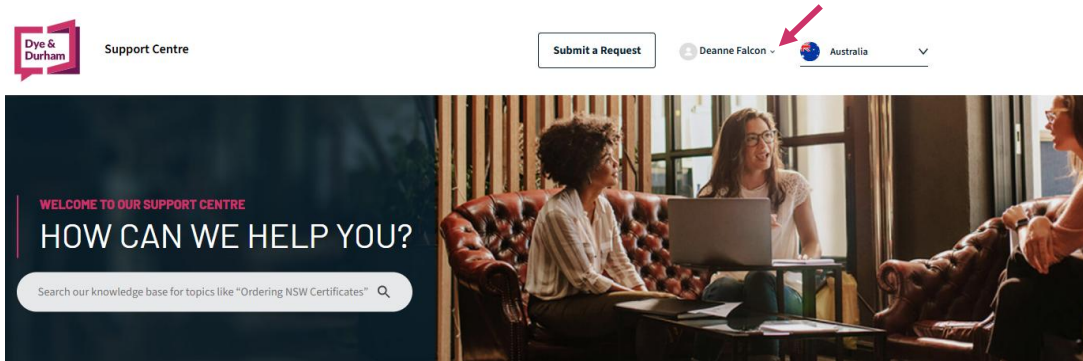
International - **+61 3 4328 3575**

VIEWING YOUR SUPPORT REQUESTS

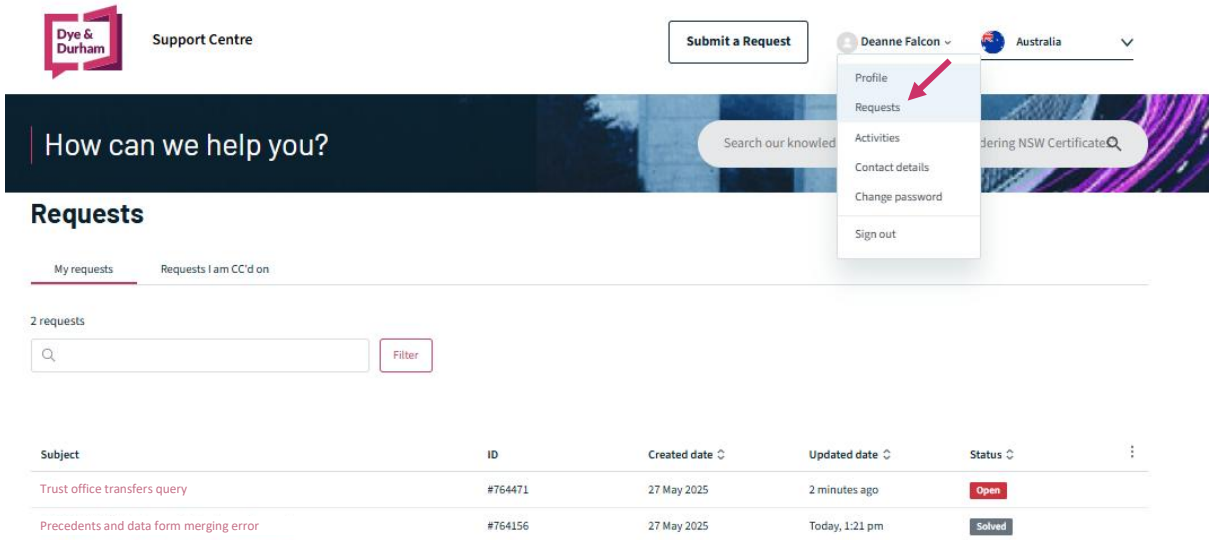
You can track your open tickets and add updates at any time.

STEPS

1. Click your name at the top right of the portal.



2. Select **Requests** from the dropdown menu.



You'll see a list of your submitted tickets, their status, and options to add comments or updates.

HOW TO SEARCH THE AFFINITY KNOWLEDGE BASE

Take advantage of the **search bar** or click the **Affinity tile** to access relevant material.

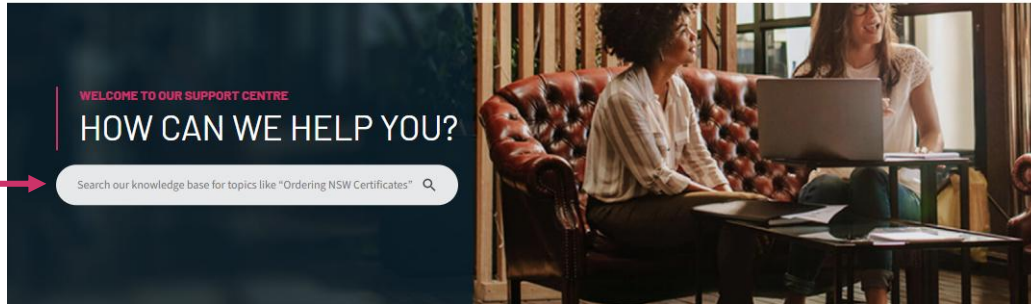


Support Centre

Submit a Request

Deanne Falcon

Australia



Contact Details Unity Search Affinity Open Practice SettsPlus CATS Conveyancing Matter Centre Matter Centre Projects Conveyancing Mana >

Popular Articles Recently Viewed

BROWSE BY SOLUTION

Practice Management Data and Due Diligence

AFFINITY

A leading legal practice management solution supporting mid-tier legal practices. Content coming soon!

See Articles →

OPEN PRACTICE

A robust legal management system for mid-to-large law.

See Articles →

SETTSPLUS

Western Australia's leading all-in-one conveyancing solution.

See Articles →

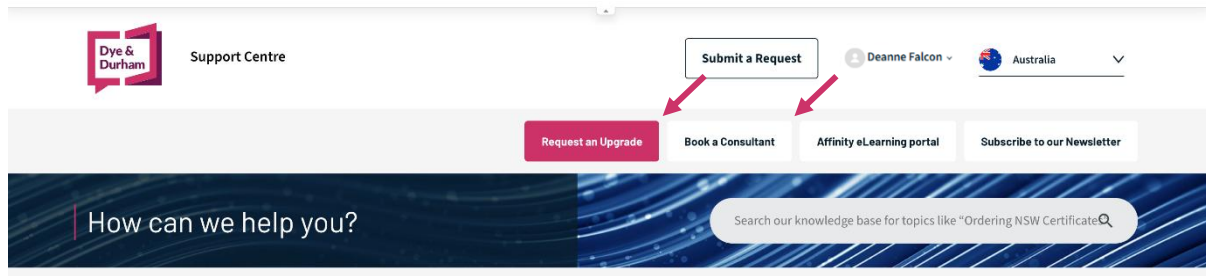
CATS CONVEYANCING

A South Australian based Practice Management System written by conveyancers, for conveyancers.

See Articles →

HOW TO REQUEST AN UPGRADE AND BOOK PROFESSIONAL SERVICES

Simply use the clearly labeled buttons at the top of the screen to access these services.



For further support:

Log a ticket through the [Dye & Durham Support Centre](#), or contact us at 1300 730 000 (Australia), 0800 700 149 (New Zealand) or +61 3 4328 3575 (International).