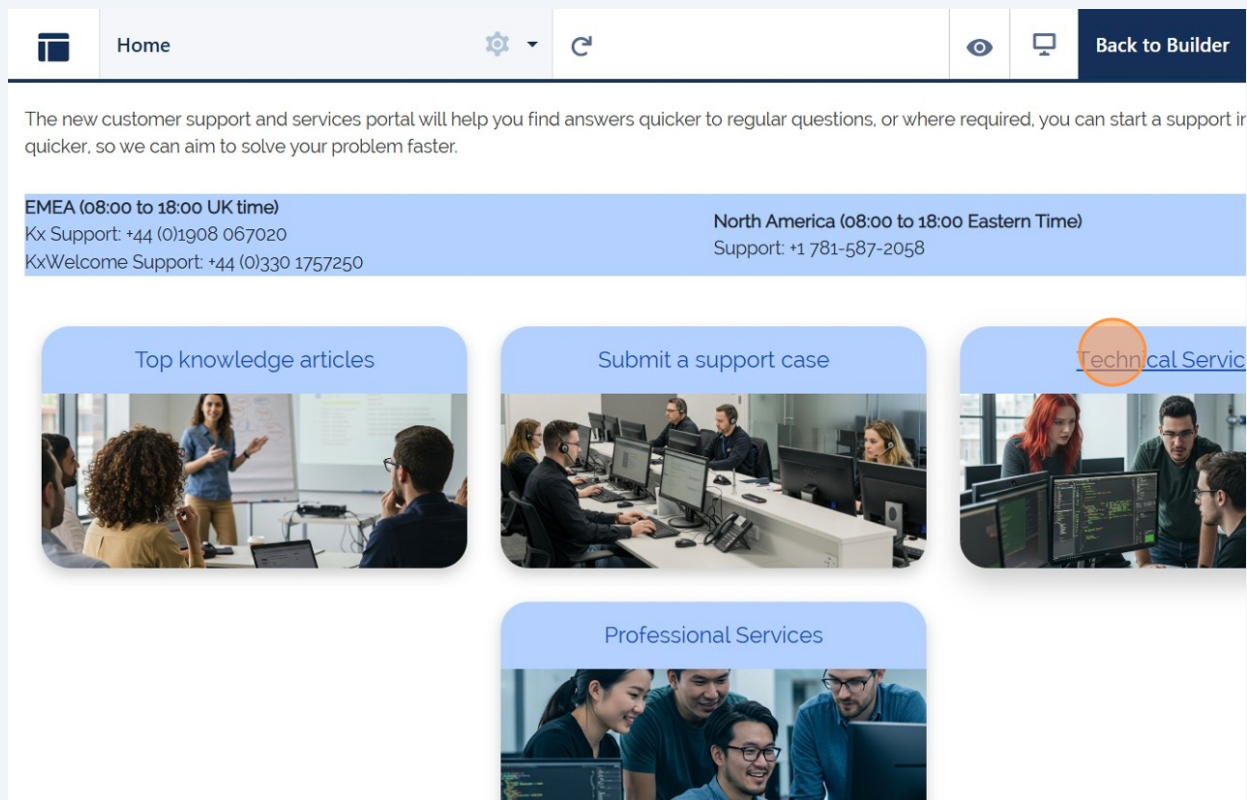# Raise a request to Technical Services

This guide provides a straightforward and efficient process for raising requests to Technical Services. Technical Services are responsible for tasks like upgrades or database copies

1 Navigate to **https://kineticsolutions.my.site.com/kxsupport**Scroll down and Click "Technical Services"

2 Enter your name in the "Contact Name" field.

Technical Services ⚙ ▾ ↻ 👁 🖥 **Back to Builder**

Kinetic   Home   Top knowledge articles   Submit a support case   More ⌄

If you need to schedule an upgrade, need assistance with a configuration change, a template change or would live a database copy performing

Contact Technical Services
Tell us how we can help.
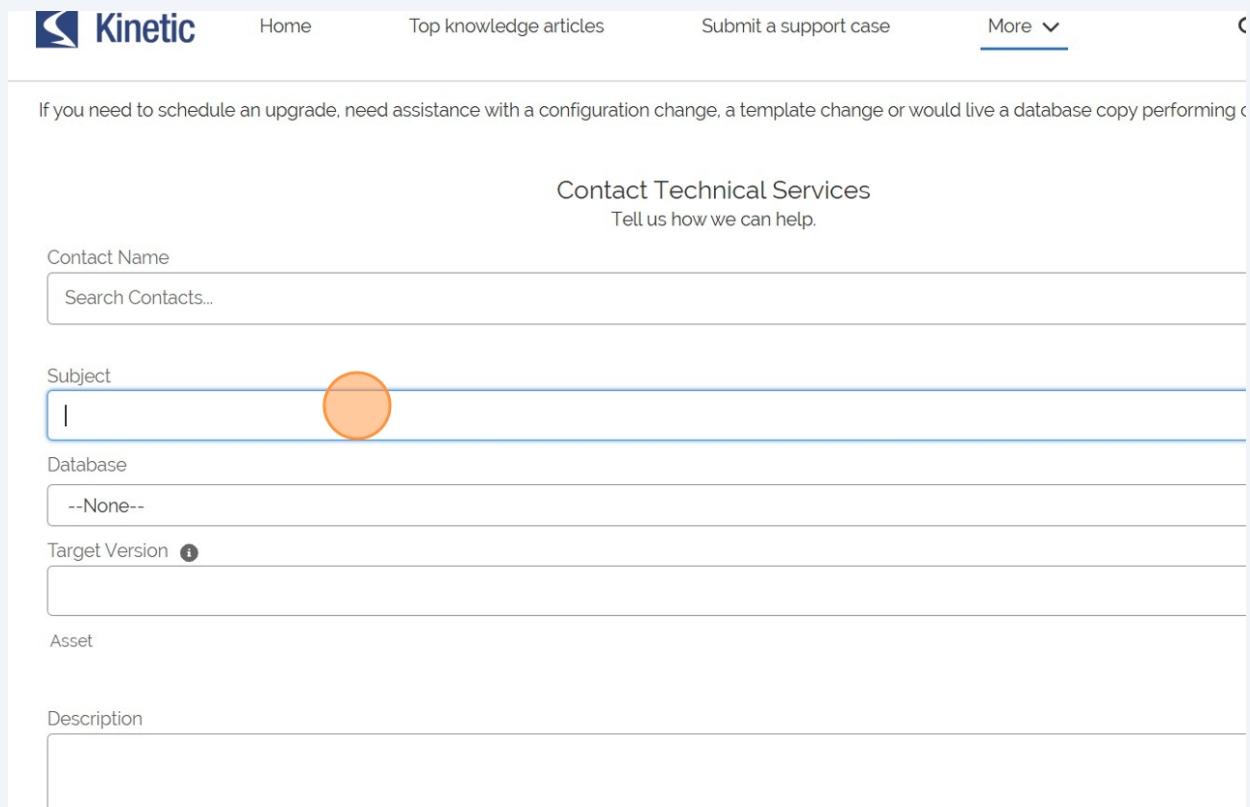
Contact Name

Search Contacts...

Subject

Database

--None--

Target Version ⓘ

Asset

3 Click the "Subject" field.

Kinetic   Home   Top knowledge articles   Submit a support case   More ˅   (

If you need to schedule an upgrade, need assistance with a configuration change, a template change or would live a database copy performing (

Contact Technical Services
Tell us how we can help.

Contact Name

Search Contacts...

Subject

|

Database

--None--

Target Version ⓘ

Asset

Description

ⓘ Ensure your Subject is concise, accurate and clear. Such as "Upgrade request for Kx applications"

4   Choose a Database that your request relates to

Contact Technical Services
Tell us how we can help.

Contact Name

| Search Contacts... |

Subject

| |

Database

| --None-- |

| ✔ --None-- |
| Live |
| Test |
| Training |

| |

Date Required ⓘ

| |

5 Enter the Target Version which you would like to upgrade to or to request a copy over

| Technical Services | ⚙ ▾ | ⟳ | | 👁 | 🖵 | **Back to Builder** |

If you need to schedule an upgrade, need assistance with a configuration change, a template change or would live a database copy performing o

Contact Technical Services
Tell us how we can help.

Contact Name

Search Contacts...

Subject

Database

Live

Target Version ⓘ

|

Asset

Description

Date Required ⓘ

◀ ▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬ ▶

6   Select a Product, this is the part of the system your request relates to

Contact Name

```
Search Contacts...
```

Subject

Database

--None--

Target Version ⓘ

Kinetic Product

--None--

Description

Date Required ⓘ

🔗 Upload File

Submit

7 Click the correct Kinetic product.

Technical Services ⚙ ▾ ⟳ 👁 🖵 **Back to Builder**

Contact Name

Search Contacts...

Subject

Database

--None--

Target Version ⓘ

Kinetic Product

Customer Hub

Description

Date Required ⓘ

🔗 Upload File

Submit

8   Enter the Description to tell us more information about your request such as connectivity details

Search Contacts...

Subject

Database

Live

Target Version ℹ

Asset

Description

|

Date Required ℹ

🔗 Upload File

Submit

9   Enter the Date Required for When would you like this change to be completed

Target Version

Asset

Description

Date Required ⓘ

	MARCH				2025 ▼	
Mon	Tue	Wed	Thu	Fri	Sat	Sun
24	25	26	27	28	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

Use

Submit

10   If required, click "Upload File" to send us a screenshot or video

Subject

Database

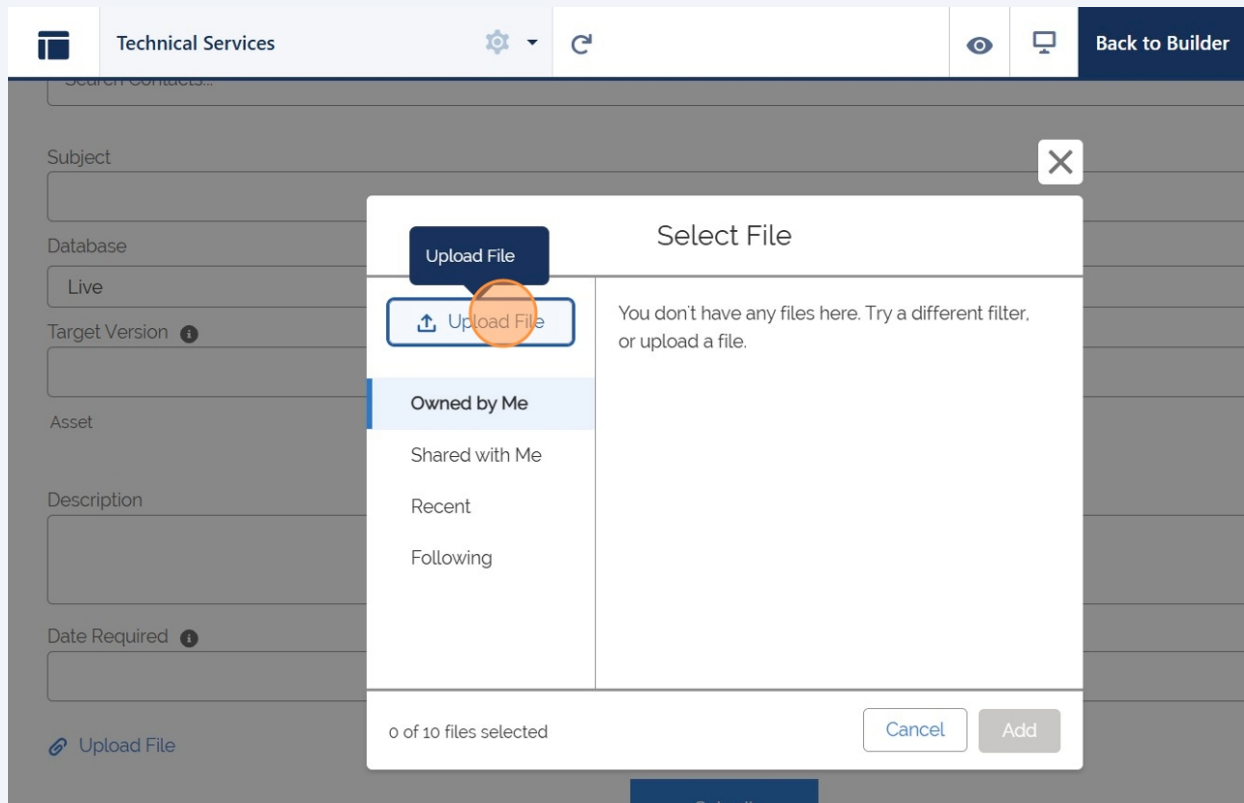Live

Target Version ⓘ

Asset

Description

Date Required ⓘ

🔗 Upload File

Submit

Use this HTML Editor to add your own markup.

11 Click "Upload File" to locate the file on your device

| Technical Services | ⚙ ▾ | ⟳ | | 👁 | 🖥 | **Back to Builder** |

Subject

Database

Live

Target Version ⓘ

Asset

Description

Date Required ⓘ

🔗 Upload File

Select File

Upload File

⬆ Upload File

Owned by Me

Shared with Me

Recent

Following

You don't have any files here. Try a different filter, or upload a file.

0 of 10 files selected   Cancel   Add

12 Click Submit to raise the request to our Technical Services team

Technical Services ⚙ ▾ ⟳ 👁 🖥 **Back to Builder**

Subject

Database

Live

Target Version ⓘ

Asset

Description

Date Required ⓘ

🔗 Upload File

Submit

Use this HTML Editor to add your own markup.