

Help Center Quick Reference Guide

Help Center is the Jack Henry™ online delivery platform for product documentation such as user guides, release information, and reference information.

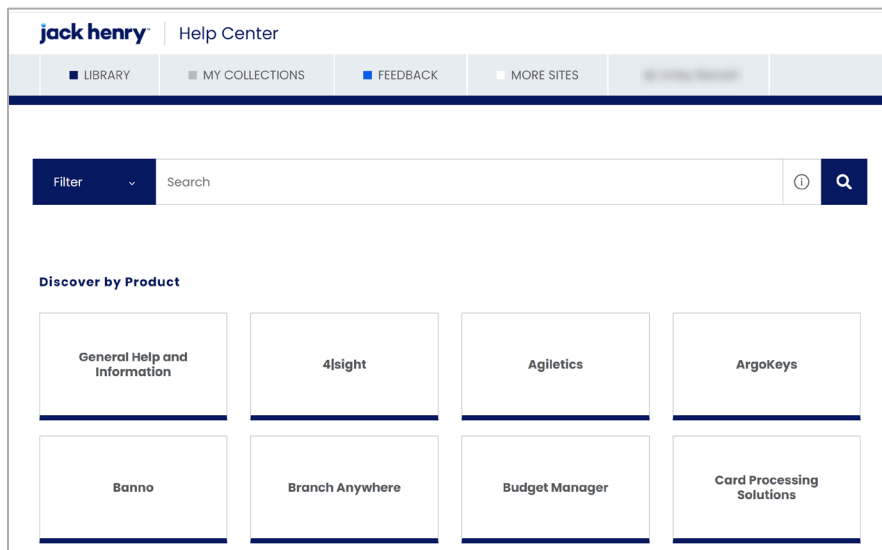
Accessing Help Center

You can access Help Center in the following ways:

- Customer Access
 - In Xperience™, go to **Help>Help Topics**.
 - On the *For Clients* home page, hover over **Tools/Administration**, and then click **Help Center**.
- Associate Access
 - On jhDaily, go to **Quick Links>Help Center**.

Finding Documentation on Help Center

The home page provides a starting point for accessing the functions of Help Center. You can return to the home page at any time by clicking **Help Center** at the top of each page.



Search

The search bar allows you to find content directly from any screen by entering words or phrases in the search area. For the best search experience:

- Always select filters first.
- Start typing a search term or phrase, and a list of auto-suggested topics appears. Select a topic from the list or press **Enter** for more results.
- Click the Information icon in the search bar for search tips.

Product Tiles

Below the search bar are product tiles. Select a tile to display that product's library. The library contains publications related to that product, such as release notes, enhancement guides, and user guides.

Library

1 - 10 of 29 publications found

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Off-Cycle Package Apply

Last Updated: **Apr 06, 2024** | SilverLake | 2023 | Product Assistance

What's New for SilverLake 2023

Last Updated: **Apr 03, 2024** | SilverLake | 2023 | Release information

Video Resources

- [Welcome to Help Center](#) (15 min) – An overview and demo of Help Center features and functionality.
- [Accessing Help Center](#) (1.5 min) – Access Help Center, both as a Jack Henry™ associate and as a customer.
- [Finding Core Reports](#) (1 min) – Find reports for core banking products in Help Center.
- [Finding Product Documentation](#) (1.5 min) – Find documentation that used to be available on the *For Clients* site.
- [Using a Product's Library](#) (2 min) – Use the library for a particular product.
- [Searching Effectively](#) (2 min) – Search and use filters in Help Center.

Getting Support

For additional documentation on using Help Center, go to **Help Center > General Help and Information**. If you need support, contact helpcenter@jackhenry.com, or place a support case for the Enterprise Content Services provider group.