

What to Do the First Time you Log into the Anthology Support Center

Article Number

000054470

Information

I. Verify and Update Your Personal Information

The Anthology Support Center allows you to store and edit information specifically about you. You will find this capability in the “My Settings” area. To access the “My Settings” area, click on your name in the static top navigation and select “My Settings.”

From the “My Settings” area, you have the ability to edit the following information:

1. *Password*: this is where you can change the password you use to log in to the system.
2. *Email Address*: this is where you can change the email credential you use to log in to the system.
3. *Language/Locale*: this is where you can set your language across the Support Center (Note: Most text has been translated but you will see text in English as we continue to make updates to Spanish and Portuguese translations.)
4. *Time Zone* : this is where you can set your specific time zone

What to Do the First Time You Log into the Anthology Support Center:

1. Verify your personal information.
2. Select your default Language, Locale or Time Zone.

II. Check Existing Cases

A list of your most recent 5 cases are visible on the homepage. To access your full list of cases, click on Support and then My Cases. All cases have been transformed to use new case statuses. The status you will see in the Anthology Support Center are New, Active, In Progress, Pending Client (Needs More Information), No Client Response, On Hold, Product Development Work In Progress, Solution Suggested, Resolved, and Pending Change Request.

What to Do the First Time You Log into the Anthology Support Center:

1. Verify your Open and Closed cases are visible.

IMPORTANT NOTE

Once a case is set to Resolved, it cannot be reopened. If an issue is still occurring or you have additional questions, please call or submit a new case.

III. Sign up for Article Subscriptions

Announcements (News) are how we communicate important information to the community. Announcements are available and accessible from the Home page of the system or via a product search.

The Announcements (News) area shows the latest Announcements published to provide the latest information available for your product(s).

We also encourage you to sign up for additional article subscriptions as you see fit in the "My Subscriptions" area. To access the "My Subscriptions" area, click on your name in the static top navigation and select "My Subscriptions". Then, on the "My Subscriptions" tab, click on the checkmark next to the Article Type you're interested in for every product for which you are an administrator. When an Announcement or any other article type to which you subscribe is changed or a new one is published, you'll receive an email notification.

IMPORTANT NOTE

Not every product will initially be available, but we are working to expand the products list.

The Anthology Support Center also allows you to sign up for email subscriptions for any individual articles. A "Subscribe to Article" button is available on every knowledge base article. Once you subscribe to an article, you'll receive an email whenever that article is updated. You can manage these individual article subscriptions from the "Subscribed Articles" tab on the "My Subscriptions" page.

What to Do the First Time You Login to the Anthology Support Center:

1. Check to see if subscriptions are available for your product(s)
2. Sign up for email subscriptions for any category of articles that are of interest.
3. For previous Behind the Blackboard users, your subscriptions will need to be recreated.

Note:

Some articles are general and apply to multiple products/product lines, but some articles are more specific and apply to a single product/product group. Unless you are an administrator for that product/product group, you may not be able to view the article within the Anthology Support Center.

IV. Super User

If your account has been setup as a 'Super User', you will have access to Account Management. This will allow you to see users across your organization and the ability to edit user information and deactivate users. To access Account Management, click on your name and select the menu option.

What to Do the First Time You Login to the Anthology Support Center:

1. Check to see if you have Account Management.
2. If you do not have this option, please talk to your Account Team about adding it. This privileged is reserved for administrators who should have an overarching view of the account and privileges to deactivate users.

Validating Bulk Update in PROD

KB Product

All Products

Last Modified Date

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Summary

This document contains suggestions for getting started using the Anthology Support Center.

Title

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