A new interface between Circuits Multi Projets®/Multi-Project Circuits® (CMP) and design-kits users, dedicated to technical support, is now available on a secure Website: https://mycmp.fr/requests/support. Several support levels are addressed (e.g. installation issues, use of the technology files or libraries, design-flow, etc.) through different tickets.

**CMP DK support center procedure** is:

1. Ask a support account to cmp-support@mycmp.fr with subject like “Access request to CMP DK Support Center” and specifying the used technology.

   1) A personal support account is created if or once a valid NDA/CLA is signed by the institution of requester ,
   2) A link for a first connection is sent to the address email given, 
   3) For each ticket created and message posted, a notification is sent by email to users.

**CMP** first tries to find answers and solutions when already known. If not, CMP tries to reproduce the issue, tries to investigate and to solve it. If no solution exists at CMP, then the problem is reported to the technology provider who will help to provide the solution.

Tutorials, documentation and user’s guides are included in the design-kits and design platforms. Some are coming from providers and others are made by CMP. These materials are useful for starting using the design-kits, showing the different design-flow steps and correct use of tech-files and libraries.

1. Connection:
2. **Open a new ticket:**

   - **Select the corresponding foundry**
   - **Provide the working environment**
   - **Provide support request details**
   - **Add attachments if any, (ex. screen snapshots, log files, test cases...)**

3. **Ticket summary tab:**

   - **Select “Any Status” to see the complete list of yours tickets**
   - **Click on a ticket subject to see details about the corresponding ticket (ticket thread)**

4. **Ticket thread example:**

   - **Ticket and user details**
   - **Original request**
   - **Answer from CMP**
   - **Ticket resolved**
   - **If needed, you can post a new comment here**