

Elite Success Plan

Design Flex





Agenda

1. Elite Success Plan Overview
2. Team Overview
3. Cyncly Account Creation and Administration
4. Soft Key License Overview
5. Training Resources
6. How to get Support
7. Support Center Overview



Elite Success Plan Overview



Customer Experience



- Guided onboarding online
- Sharing of best practices, available resources, and content

Technical Application Support



- Extended phone support hours (Saturdays 9am – 7pm)
- Extended live chat hours (Saturdays 8am – 7pm)
- Dedicated Toll-Free # for Elite Success Plan subscribers only +1 (833) 695-2020 ext. 6053

Training/Enablement



- Access to online training hub
- 15% discount on Starter Pack training bundle
- 15% discount on paid trainings (web or classroom based)
- Training discount (**contact us**)



Support Response Times

Priority 1 / Urgent: 1 hour Priority 2 / High: 4 hours
Priority 3 / Normal: 8 hours Priority 4 / Low: 24 hours



Team Overview



Renewals Team

- Address any inquiries regarding your current subscription and renewal
- Receive and distribute your feedback to the right stakeholders within Cynclly
- Email Address:
design.renewals@cynclly.com

Account Management Team

- Address product inquiries and delivering product demos
- Assist you in purchasing additional products and licenses
- Email Address:
sales@2020spaces.com

Training Team

- Address any inquiries regarding our training content and courses
- Provide recommendations on advanced curriculums tailored to your needs
- Email Address:
residential.training@2020spaces.com

Support Team

- Troubleshoot and resolve any technical issues
- Keep you informed of maintenance updates
- Email Address:
residentialsupport@2020spaces.com



Cyncly Account Creation

- Click [here](#) and click on the “Create Account” link located under the login button



Access your account to:

- ✓ View and update subscriptions
- ✓ Manage users and permissions
- ✓ Download the latest software releases
- ✓ Stay up to date with catalog content
- ✓ Tailor your subscriptions to your business

[Sign In](#) [Create Account](#)

Email
Enter your email address

Password
Enter your password

Login

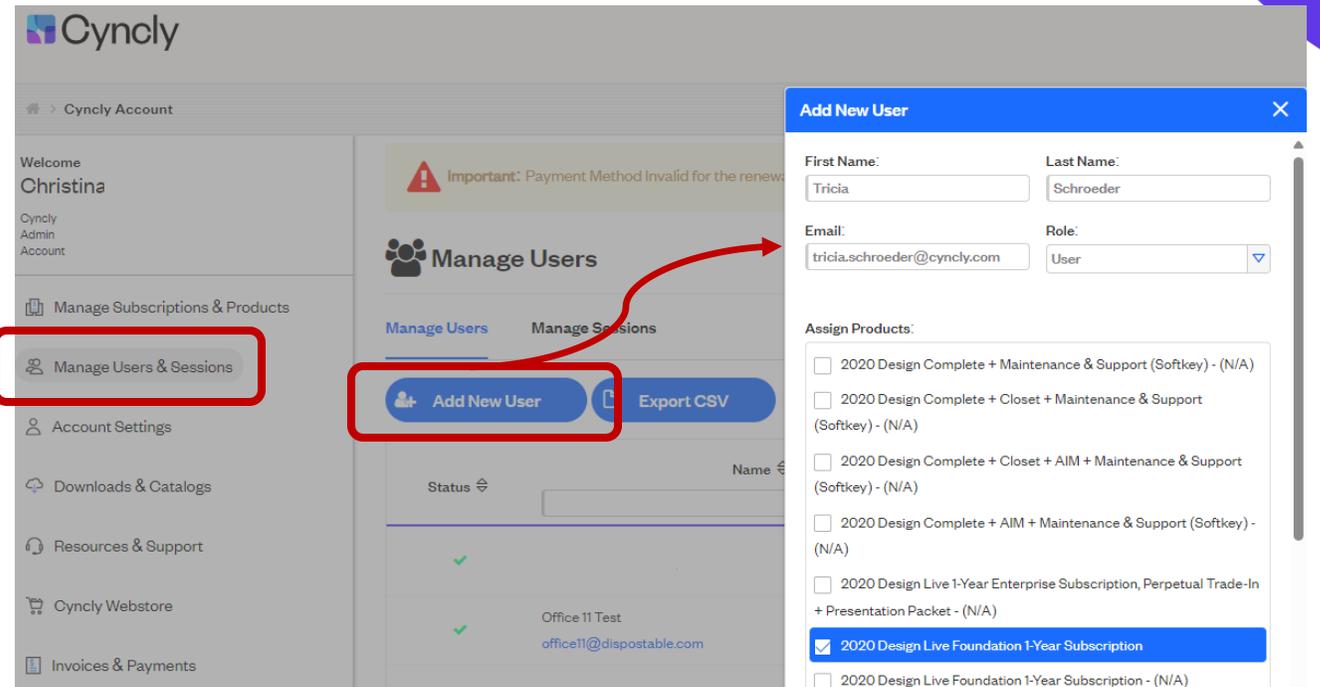
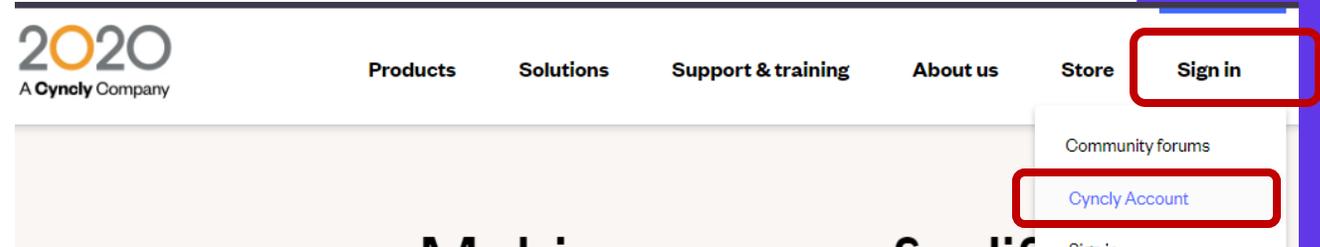
Don't have an account yet? [Create Account](#)

[Forgot Password?](#)



Cyncly Account Administration

- Begin by creating the user a Cyncly Account in the “Manage Users & Sessions” section of the [Admin Account](#)
- Add a new user, register their information, and assign them a license to use
- **Each user** must have a Cyncly Account and license assigned to log into Design Live





Soft Key License



The Design Live Soft Key License allows users to remain signed in for 7 days with the ability to work offline if needed.

Sign in to Design Live

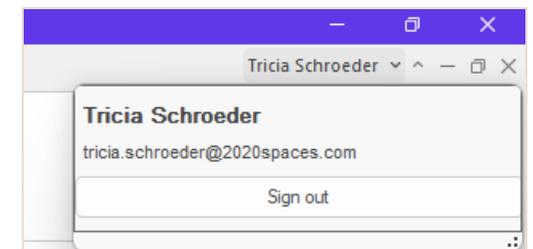
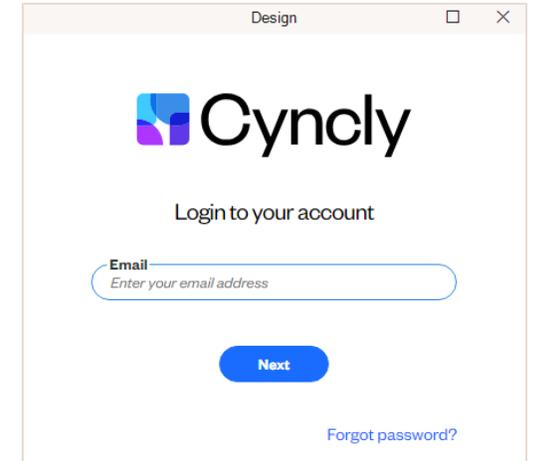
- Sign in screen opens upon launching Design Live.
- Sign in with credentials set up from Cyncly Account.
- Username appears in top right corner.

Soft key remains active for 7 days to allow for offline working

- When closing Design Live without signing out, the license remains assigned to your computer.

Users may only be signed in to one machine

- Sign out if you plan to use another machine or if someone else will need to use your machine.
- Click on username to get the sign out option.
- Preference settings allow users to set the software to automatically sign out if desired. [Find additional information here.](#)





Training Resources

- Design Flex is a professional design tool. We highly recommend allocating the time and resources to make the most of your investment in the software. We offer options for free and paid courses in our [Design Flex Training Platform](#). To enroll in trainings, please create a training account on our platform – this is not the same user profile as your Cyncly Account.
- Please start with the free **Quick Start with Design Flex** course. You can also browse video content on specific topics in our free **Getting Started** and **Going in Depth** courses. From there, we recommend enrolling our comprehensive paid courses (self-paced or instructor-led) by utilizing your exclusive discount.
- If you have any questions regarding training, please reach out to the training team at: Residential.Training@2020spaces.com

DFx Design Flex

ENGLISH REGISTER SIGN IN

Home page

Questions: residential.training@2020spaces.com

Browse Design Flex Training Options

Make it amazing

Design Flex Prerequisite Training (self-paced)

Begin with our self-paced eLearning and start designing with Design Flex (formerly 2020 Design Live) today! Please note...

Course Title	Price	Language	Duration	Rating	Format
Quick Start with Design Flex v14	FREE	EN	2h 30m	★ 5.0	E-Learning
Quick Start with 2020 Design Live V13	FREE	EN	2h 30m	★ 5.0	E-Learning
Going In Depth with 2020 Design V11	FREE	EN	4h 00m	★ 5.0	E-Learning
Getting Started with 2020 Design V11	FREE	EN	4h 20m	★ 5.0	E-Learning



Support Center | Overview



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[Submit a Ticket](#) [My Tickets](#) [Sign in](#)



Getting Started	Catalog Management	Installation & Updates
Preferences	Design	Presentation
Reports	Flex	Training

- Visit the [Support Center](#) and search to find step by step instructions and guides
- Submit a ticket directly to our Support team for any additional help
- Live chat is also available on each page in the Support Center



Support Center | Best Practices Content

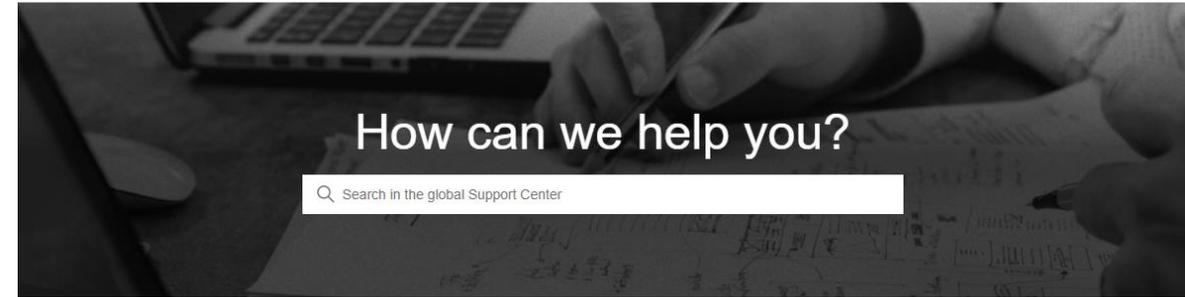


DFx Design Flex

[Submit a Ticket](#) [My Tickets](#) [Sign in](#)

Key Content:

- [Installation](#): best practices on how to install Design Flex and hardware recommendations.
- [Release Notes](#): Stay up to date with what is new in the latest version of Design Live.
- [Catalog Management](#): How to navigate our catalog library (file based and cloud based). [Click here](#) to view all our available catalogs.
- [Preferences](#): How to customize and optimize your experience within the software.
- [Design](#): Best practices and tips on how to create designs.
- [Presentation](#): Best practices on how to create renders.
- [Reports](#): How to create, edit, and navigate reports.



Getting Started	Catalog Management	Installation & Updates
Preferences	Design	Presentation
Reports	Flex	Training



Tip | Help Tab in Design Flex



Find quick links to all things Cyncly in the “Help” tab in Design Flex

The screenshot shows the Design Flex software interface with a blue header bar. Below the header is a menu bar with the following tabs: File, Home, Room Layout, Items, Annotations, Presentation, View, and Help. The Help tab is highlighted with a red box and a red arrow pointing to it from the text above. Below the menu bar is a grid of quick links organized into columns:

Support Center	Design Home Page	What's New?	Training	Cyncly Account	Design Community Links	Support Website	Live Chat	Remote Support	License Information	Knowledge Center	Check for Updates	About Design About

Thank you!



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