Launch of a New Support Center

Starting Monday, February 16, creating your tickets will be easier than ever!

No need to log in to Redmine anymore: simply send your requests to **support@rimaone.com**

All your requests will be centralized in our new support center for smooth and hassle-free processing. You will receive our replies directly by email and can respond straight from your inbox. No need to log in to a platform or update ticket information for it to be handled.
Write to us. We'll take care of everything.

For Key Users: you will continue to have access to all your institution's tickets through a new dedicated portal. An invitation email will be sent to you on February 16 to activate your access.

What about ongoing tickets?
All tickets still open on Redmine will be recreated by our team in the new support center, with a summary if necessary to ensure better follow-up.

It's also a good opportunity to do a little cleanup!
Our Customer Success team will contact you in the coming days via Redmine to offer you the option to either close or recreate your current tickets in your new portal.
If we do not receive a response from you, the tickets will be automatically recreated.

If you have any questions, please feel free to contact your Customer Success Manager at
customersuccess@rimaone.com

Faculty Qualification: Faster, More Reliable, More Compliant

Managing teacher qualifications in Academ is now automated! No more manual data entry. The system recommendations can now be applied directly to your database.

🎯 As a result:
- Significant time savings for your teams,
- More reliable and consistent data,
- Stronger compliance for your accreditation processes.

To learn more about how this new feature works and how to activate it, check out our dedicated article in the Help Center:
https://www.rimaone.com/automatic-qualification-of-faculty-members/

The feature is currently being rolled out to environments running version 6.1 as they are updated.

Want to start benefiting from it right away?
Contact our team at support@rimaone.com to activate the feature in your environment.

Save the date !

You would like to automate the import of your teachers' data and their Intellectual Contributions?

Academ is opening access to its API.

Join us on March 3 at 4:00 PM (Paris CET) for a dedicated webinar: discover how to make the most of the API and get answers to all your questions.
Click below to register.

I participate!