

An aerial photograph of a person in a small, white, pointed boat on dark, rippling water. The person is wearing a white helmet and an orange life vest. Two large, stylized, white and pink shapes, resembling the tips of a compass or a stylized 'K' and 'Y', are positioned above the boat. The text 'BAU Support Process' is overlaid in white on the left side of the image.

BAU Support Process

KYC
360

KYC360 Support

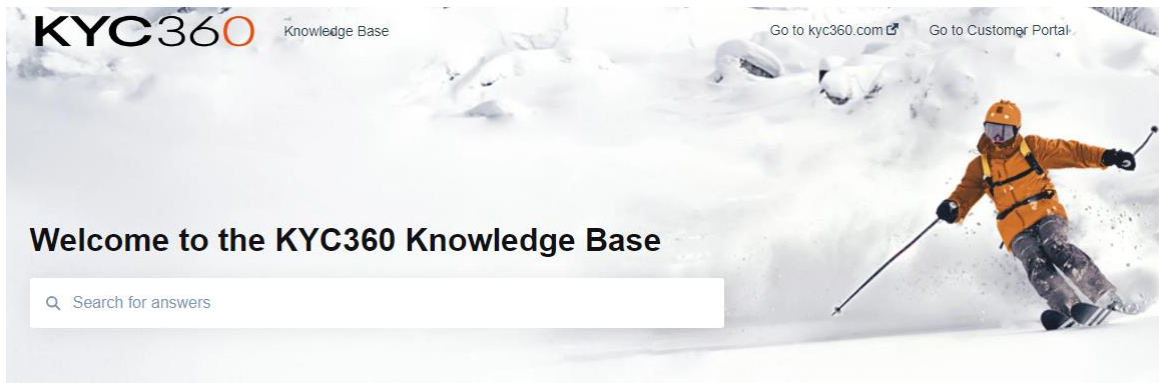
- SME's in each product
- Monday – Friday 9am - 5pm BST
- You can find informational articles about our products on our knowledge base
- You can contact a member of our team by raising a ticket in our support portal

Support Team

Product	Primary
Onboarding	Gabriel, Joe, Jennifer, Lucie
Screening	Harry, Jay, Danielle, Athena
Onsite, API, Salesforce	Nikit, Christian, Stephen, Joe
RiskScreen Core / Store	Danielle, Jay, Athena
1st Line Support	Athena

Knowledge Base

/ For KYC360 Customers



KYC360 Knowledge Base [Go to kyc360.com](#) [Go to Customer Portal](#)

Welcome to the KYC360 Knowledge Base

Search for answers



RiskScreen (Core)

Screen individuals and companies online in real time.

[See all articles](#) →



Screening (Hosted Batch)

Precision matching through continuous screening in the cloud.

[See all articles](#) →



Onboard

Fully automated customer onboarding.

[See all articles](#) →

Screening (Hosted Batch)

Precision matching through continuous screening in the cloud.

Home

[Screening \(Hosted Batch\) User Guide](#)

[How often is the data being screened against change?](#)

[I have been locked out of my account?](#)

[What do the Dow Jones abbreviations stand for?](#)

[See more](#)

Live AVM

[What is the AVM functionality?](#)

[What is an AVM search criteria?](#)

[What are the benefits to use KYC360 Live Adverse Media Screening Module ?](#)

[Live AVM Module \(Reviewing\) Potential Matches.](#)

Support Process Stages



- / Login to Customer Portal
- / Complete Support Form
- / Support Ticket raised and assigned to Product Specific Associate
- / Support Ticket Owner investigates issue / query
- / Issue resolved and ticket closed – customer informed of resolution and ticket is closed in the Portal
- / Feedback Survey – a one-minute survey

Support Portal

- / Register or login to the Customer Portal
- / Only use your work email address associated with the KYC360 relationship
- / Process is for KYC360 Customers and their customers

Sign in

The page you are trying to view is only available to registered users.

Email*

Password*

 [Show](#)

Remember me [Forgot password?](#)

[Sign in](#)

Don't have an account? [Register here.](#)

Having trouble? [Contact the site's administrator](#)

Support Portal

- / Search for Support Tickets
- / View all Open or Closed Tickets
- / Create a new Support Ticket

KYC360

[File a Support Ticket](#) [Knowledge Base](#)

Tickets

Status

ID	SUBJECT	CREATED	LAST ACTIVITY	STATUS
#1974308291	Support form	3 November 2023	2 weeks ago	OPEN
#1973553095	Support form	3 November 2023	2 weeks ago	OPEN

[File a Support Ticket](#)

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KYC360

Support Form

Reduces time to investigate and resolve issues or queries

/ Issue

/ Product

/ URL's

/ Files / Screenshots

Please tell us your email: *

Are you a Customer of RiskScreen or have you been asked to complete a form at the request of another company? *

Please confirm your Company Name *

Please confirm for which product your query is for? *

Please confirm if this is for the Live (Prod) environment or the Test environment *

Please select the nature of your query or issue *

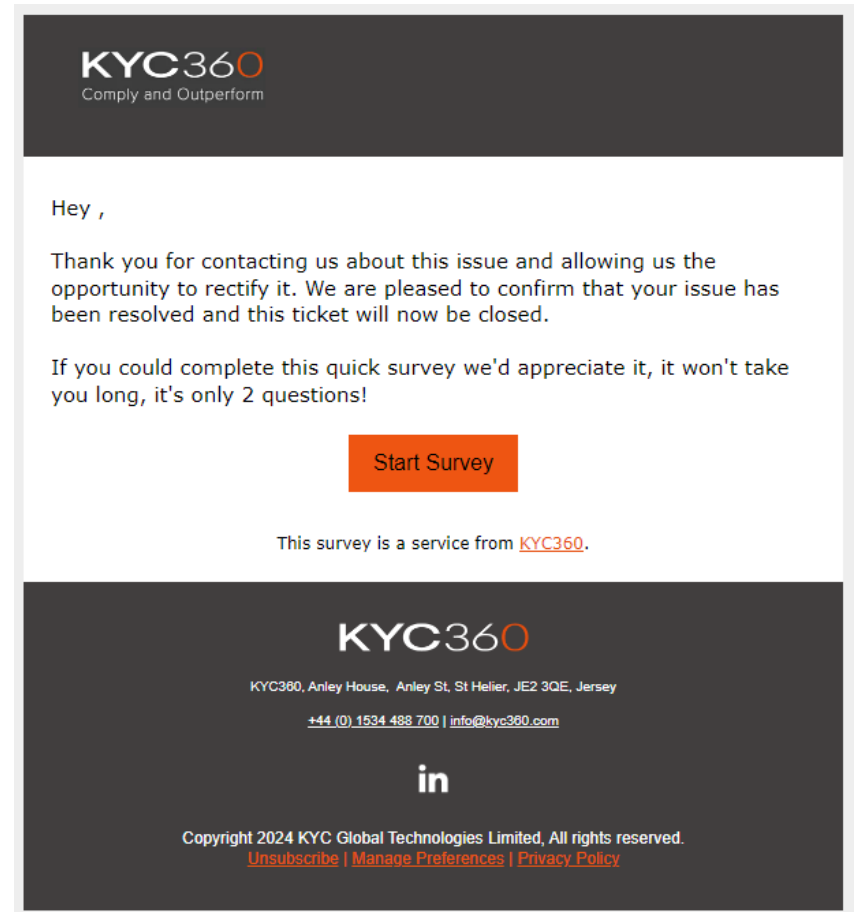
If other, what is the issue?

Please provide a one-line summary of the query or issue, for the support ticket title. *

Please provide an in-depth description of your query or issue

Support Ticket

- / Assigned to the Support Owner
- / Regular contact with updates or further questions
- / Provide an ETA on resolution time
- / Confirmation email of ticket resolution



The image shows a screenshot of an email from KYC360. The email header features the KYC360 logo and tagline 'Comply and Outperform'. The main body of the email starts with 'Hey ,' followed by a thank you message for contacting them and confirming that the issue has been resolved and the ticket is closed. It then asks the recipient to complete a quick 2-question survey. A prominent orange button labeled 'Start Survey' is centered below the text. At the bottom of the email body, it states 'This survey is a service from [KYC360](#).' The footer of the email, on a dark background, includes the KYC360 logo, the company address 'KYC360, Anley House, Anley St, St Helier, JE2 3QE, Jersey', contact information '+44 (0) 1534 488 700 | info@kyc360.com', an LinkedIn icon, and a copyright notice for 2024 KYC Global Technologies Limited. It also provides links for 'Unsubscribe', 'Manage Preferences', and 'Privacy Policy'.

Feedback Survey

/ Automated email requesting to complete survey

/ 1 question survey

KYC360

How would you rate your service experience?

Email *

How would you rate your service experience? *

0 1 2 3 4 5 6 7 8 9 10

0 - Very Unsatisfied 10 - Very Satisfied

Please include any further feedback below *

Submit

A woman wearing glasses and a white lab coat is looking down at a document in a clinical setting. The background is slightly blurred, showing what appears to be a desk with papers and a computer monitor. The overall tone is professional and focused.

Thank you

Contact us at the Support Portal [HERE](#)