Resources and Business Process Library

**1. Laserfiche Support Website:** <https://support.laserfiche.com/>

* Laserfiche Answers: browse and ask the Laserfiche community for answers to all topics related to Laserfiche. Lots of knowledgeable users, VARs, and LF employees often answer your questions. A lot of common issues/case scenarios have been asked in Laserfiche Answers and will be helpful to search here if you have a question. This is also a great way to explore other people's experiences for us to learn Laserfiche
* Aspire: Certification program to learn different products of Laserfiche. You can become certified in Laserfiche Capture, RM, BP Design, Administration, Gold, and Platinum Certification. The different certification levels are based on what you need, from simple tasks to becoming a Laserfiche expert. There are videos and quizzes in the curriculum.
* Video Tutorials: learn basic Laserfiche use cases using these video tutorials. A great way to improve knowledge on Laserfiche and learn new features.
* Laserfiche Product Help and Getting Started Guides: Great way to learn about each Laserfiche product. The product help is useful to troubleshoot and learn specifics of a Laserfiche product and for you to get in-depth access to product help files. Getting started guides provide a great overview of using a Laserfiche product.
* Laserfiche Solution Exchange: Read customer success stories and get ideas for automation within Laserfiche. Provides screenshots of the use case and sometimes even the workflows and forms behind them. A great way to start implementing Laserfiche in your own environment.

**2. CDI YouTube Channel:** <https://www.youtube.com/user/CitiesDigital>

* A great library of CDI's own videos on the Laserfiche products, our services, the integrations we offer, demonstrations of normal use case scenarios, build-along which are good if you want to learn and try to build a business process by yourself.
* Subscribe to our channel to get the latest video updates on Laserfiche products.

**3. CDI's Website and Client Portal:** <https://cdi.support>

* Support button helpful to submit a support request, or you can go to the Portal, or email support@citiesdigital.com
* Can submit new cases and view existing case details
* Knowledge base of known issues and resolutions or workarounds
* Upcoming CDI events and how to register for them
* Public documents repository and your company's own documents
* Can view your CDI contract lines and details about their start/end date and others
* Email support@citiesdigital.com or consulting@citiesdigital.com depending on your need to schedule a meeting with our consultant or support team

**4. Forms Business Process Library:** Go to **Forms**, *click* on **Design**, then select **Business Process Library**

* The BP Library features pre-built processes and forms designed for a range of business needs. These templates can be used and modified for your own processes.