

NORA: Getting Started

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Existing service guidance

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Public NORA support provides product information and support triage. Private operational controls require the appropriate signed-in role.

Before you start

Use the access and features actually assigned to your account. Keep a rollback or recovery route before changing existing service settings.

Steps

1. Open NORA through the published support link or your approved private entry point.
2. State the service and outcome clearly, using non-sensitive details.
3. Review whether the result is information, a draft or an action requiring authorization.
4. Use the human support route when an issue is unresolved or needs an account owner.

Verify the result

NORA answers within the available service scope and clearly identifies any pending action or uncertainty.

Help and related information

Contact support, service status, and Customer Access. Never send passwords or recovery codes.