



## How to open, check and answer to a ticket in our Support Portal

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### Next PLA 3.0 Webinar & Trainings



// Jun 23, Europe - Middle East - Africa - Asia - Oceania  
// Jun 24, The Americas - Europe  
// Jun 30, Europe - Middle East - Africa - Asia - Oceania



// Aug 10, Asia - Oceania  
// Aug 11, Europe - Middle East - Africa  
// Aug 11, The Americas



// Aug 17-18, Asia - Oceania  
// Aug 24 - 25, The Americas  
// Aug 31 - Sep 01, Europe - Middle East - Africa

Dear Max,

In this newsletter

- [How to open, check and answer to a ticket in our Support Portal](#)
- [Webinar & Trainings Calendar](#)
- [Meet us at](#)
- [Latest PLA 3.0 Releases](#)

#### [How to open, check and answer to a ticket in our Support Portal](#)

As you surely know, the PLA software includes access to our in-house statistical and scientific support team\* (mathematicians, biostatisticians, and (bio-)chemists) with a target response time of one business day. But how to use our portal?

*\* active Support Contract required*

To reach our support team, we implemented our simple and user-friendly support system that makes sure you get your answer within a short period.

#### How to open a ticket?

- 1) Log in or register at our support portal: [support.bioassay.de](https://support.bioassay.de)
- 2) On the right side, click 'New support ticket'
- 3) Fill out the 'Submit a ticket' form
- 4) Click 'Submit'

#### How to check your ticket status?

- 1) Log in at our support portal: [support.bioassay.de](https://support.bioassay.de)
- 2) On the right side, click 'Check ticket status'

#### How to answer, comment, or ask a follow-up question?

- 1) Log in at our support portal: [support.bioassay.de](https://support.bioassay.de)
- 2) On the right side, click 'Check ticket status'
- 3) Select the ticket in question
- 4) Scroll down to the end of your ticket and click 'Click here to reply to this ticket'
- 5) Write your answer, comment, or question
- 6) Click 'Reply'

If you have a question, please contact our [Sales Team](#).

Best regards  
Mathias von Gellhorn  
Marketing Manager

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#### [Current conferences](#)

- BEBPA's 14th Annual EUR Bioassay Conference  
September 20-23, 2021 | Virtual
- 2021 Immunogenicity Bioassay Summit  
October 18-22, 2021 | Washington, D.C. USA

If you wish to meet one of our representatives, please contact our Sales Team by [mail](#).

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[Webinar & Trainings Calendar](#)



// Jun 23, Europe - Middle East - Africa - Asia - Oceania, 1.25h

*Frankfurt 8 a.m. / Moscow 9 a.m. / New Delhi 11:30 a.m. / Beijing 2 p.m. / Sydney 4 p.m.*

// Jun 24, The Americas - Europe, 1.25h

*San Francisco 8 a.m. / Boston 11 a.m. / São Paulo 12 a.m. / Frankfurt 5 p.m.*

// Jun 30, Europe - Middle East - Africa - Asia - Oceania, 1.25h

*Frankfurt 8 a.m. / Moscow 9 a.m. / New Delhi 11:30 a.m. / Beijing 2 p.m. / Sydney 4 p.m.*

// Jul 01, The Americas - Europe, 1.25h

*San Francisco 8 a.m. / Boston 11 a.m. / São Paulo 12 a.m. / Frankfurt 5 p.m.*

// Jul 07, Europe - Middle East - Africa - Asia - Oceania, 1.25h

*Frankfurt 8 a.m. / Moscow 9 a.m. / New Delhi 11:30 a.m. / Beijing 2 p.m. / Sydney 4 p.m.*

// Jul 08, The Americas - Europe, 1.25h

*San Francisco 8 a.m. / Boston 11 a.m. / São Paulo 12 a.m. / Frankfurt 5 p.m.*



// Aug 10, Asia - Oceania, 3.5h

*New Delhi 8:30 a.m. / Beijing 11 a.m. / Sydney 1 p.m.*

// Aug 11, Europe - Middle East - Africa, 3.5h

*Frankfurt 9 a.m. / Moscow 10 a.m. / New Delhi 12:30 p.m.*

// Aug 11, The Americas, 3.5h

*San Francisco 8 a.m. / Boston 11 a.m. / São Paulo 12 p.m.*

// Oct 13, Asia - Oceania, 3.5h

*New Delhi 8:30 a.m. / Beijing 11 a.m. / Sydney 2 p.m.*

// Oct 14, Europe - Middle East - Africa, 3.5h

*Frankfurt 9 a.m. / Moscow 10 a.m. / New Delhi 12:30 p.m.*

// Oct 14, The Americas, 3.5h

*San Francisco 8 a.m. / Boston 11 a.m. / São Paulo 12 p.m.*



// Aug 17 - 18, Asia - Oceania, 6h  
*New Delhi 7:30 a.m. / Beijing 10 a.m. / Sydney 12 p.m.*

// Aug 24 - 25, The Americas, 6h  
*San Francisco 8 a.m. / Boston 11 a.m. / São Paulo 12 p.m.*

// Aug 31 - Sep 01, Europe - Middle East - Africa, 6h  
*Frankfurt 9 a.m. / Moscow 10 a.m. / New Delhi 12:30 p.m.*

// Nov 16 - 17, Asia - Oceania, 6h  
*New Delhi 8:30 a.m. / Beijing 11 a.m. / Sydney 2 p.m.*

// Nov 23 - 24, The Americas, 6h  
*San Francisco 8 a.m. / Boston 11 a.m. / São Paulo 1 p.m.*

// Nov 30 - Dec 01, Europe - Middle East - Africa, 6h  
*Frankfurt 9 a.m. / Moscow 11 a.m. / New Delhi 1:30 p.m.*



// Aug 19, Asia - Oceania, 6h  
*New Delhi 7:30 a.m. / Beijing 10 a.m. / Sydney 12 p.m.*

// Aug 26, The Americas, 6h  
*San Francisco 8 a.m. / Boston 11 a.m. / São Paulo 12 p.m.*

// Sep 02, Europe - Middle East - Africa, 6h  
*Frankfurt 9 a.m. / Moscow 10 a.m. / New Delhi 12:30 p.m.*

// Nov 18, Asia - Oceania, 6h  
*New Delhi 8:30 a.m. / Beijing 11 a.m. / Sydney 2 p.m.*

// Nov 25, The Americas, 6h  
*San Francisco 8 a.m. / Boston 11 a.m. / São Paulo 1 p.m.*

// Dec 02, Europe - Middle East - Africa, 6h  
*Frankfurt 9 a.m. / Moscow 11 a.m. / New Delhi 1:30 p.m.*

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## Corporate Training

Are you interested in a corporate in-house training? Please contact us via [mail](#) or visit our [website](#).

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## Latest Releases

### **PLA 3.0.5 (build 816)**

Released: 2020-12-10

### **Dose-Response Analysis Package 1.0.0**

Released: 2020-12-10

### **Biological Assay Package 26 SR1 (build 1043)**

Released: 2019-05-17

### **PLA 2.1 (build 605 SR1)**

Released: 2019-09-30

## Download

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## Add-ons for PLA 3.0

PLA is an extensible platform. The user has several options to customize this platform and extend its functionality with add-ons. Go to our [website](#) and find it under 'PLA 3.0'.

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