

Contents

What should I do if an accelerator does not work for me? 2

How do I submit assets for addition to the IBM Accelerator Catalog?..... 3

Why do I have scroll bars on the Catalog?..... 3

What is the IBM Accelerator Catalog?..... 3

What kind of content can I access here? 4

How do I navigate the content on the IBM Accelerator Catalog? 4

How do I share my feedback about the Catalog? 4

Legal and Terms of Use 4

What should I do if an accelerator does not work for me?

To obtain support, contact us at accelerator@ca.ibm.com and tell us about the problem:

- Give us the Catalog's link to the object
- Tell us which version of the product(s) you are using
- Provide enough information about the problem so that we can replicate it
- Attach any screen captures that help illustrate the problem

Allow up to 5 business days for us to investigate and respond back.

What level of support can I expect? We will provide support if the asset does not work as described for the product version(s) identified. However, we are unable to provide custom support for you such as adding feature enhancements or troubleshooting environmental issues. These will be logged in our system as future Feature Requests.

For help with assets created by users outside of IBM (for example, from Partners) please reach out to the author through their contact information on the details page of the asset in question.

Please note: Catalog assets are functional examples. Many are code samples with narrow requirements and a specific use case, providing a baseline. They do not include every possible feature/interactivity or environment/configuration. You can use these samples as-is (supported by IBM), or you can modify/extend these samples to suit your business needs (not supported).

How do I submit assets for addition to the IBM Accelerator Catalog?

Anyone can submit a proposed asset for the Catalog! Partners, customers, students, and IBMers are all encouraged to make submissions. However, any submission must be:

- Public
- Free of charge to use
- Unencumbered with third party data and images (i.e., you didn't create it yourself)
- Devoid of personal data/information

To submit assets for inclusion into this Catalog, please reach out to accelerator@ca.ibm.com. Our team will work with you to create your asset, review it, and add it to the Catalog.

Why do I have scroll bars on the Catalog?

The Catalog's user interface is optimized for 1920 by 1080 with a browser zoom no higher than 110%. Any display resolutions smaller than that will result in scroll bars.

What is the IBM Accelerator Catalog?

The Accelerator Catalog is a platform to showcase and share both expertise and assets. The goal is to help our users get acquainted with our products and demonstrate what they are capable of. The Accelerator Catalog is meant to be inclusive of all our users regardless of skill level.

What kind of content can I access here?

The Accelerator Catalog is made up of various accelerator types spread across IBM products and services. Some content, such as Cognos dashboards and reports are represented by an interactive in-product experience, while other assets, such as Data Sets and Visualizations can be downloaded and brought into your own environments. There are also static assets such as Best Practice Guides and Industry Use Cases to help you get the most out of your experience with IBM Analytics. Each asset found on the home page has a Details page that launches the asset and provides additional details including relevant links and author information.

How do I navigate the content on the IBM Accelerator Catalog?

The search bar at the top of the home page can be used to enter keywords around what you are looking for.

The Filter Panel at the left of the home page can be used to explore and navigate content. Filter categories such as Accelerator Type, Product, Industry, and Business Function can be expanded to show sub-categories underneath. You must click the *Apply* button after setting a filter.

How do I share my feedback about the Catalog?

To share general feedback, comments, and suggestions, please reach out to us at accelerator@ca.ibm.com.

Legal and Terms of Use

Please refer to our IBM legal terms and services for further information on the appropriate use of the IBM Accelerator Catalog.

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