



Technical Support

Standard support is included in all licenses. There are no charges associated with the use of this service and there are no limitations to the amount of cases or calls a customer may have.

Support requests submitted via website

- Support is available 24/7
- All support requests submitted will receive a response within 24 hours

Phone Support

- Phone support is available 24/7

Tickets

- Support requests are assigned with a ticket. An email with the ticket number will be sent as confirmation.
- Tickets that are waiting for a customer's reply will be closed after 5 business days. Ticket can be reopened if new communication is received.

Customer Requirements

- Customer must have an active Outpost24 subscription to at least one Outpost24 product or be an Outpost24 Services customer.
- Communication with support should reference the assigned Case-ID to track the case.

If you have any questions, please go to <https://support.outpost24.com>