

# Customer Support Guide

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## How to Use This Guide

Click any section above to jump right to the info you need!  
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# Support Overview

## Our Mission & Commitment To You

Customer success and satisfaction is the #1 priority at BeyondTrust.

Our mission is to deliver consistent, timely, and resolution-oriented support that meets the needs of customers of all sizes on a global scale.

We are committed to providing world-class products and exceptional Technical Support to our customers. Our services include troubleshooting, workaround assistance, and access to our extensive online knowledge base. We focus on addressing the needs of production environments and prioritize resources accordingly.

This document will introduce you to BeyondTrust Technical Support services and explain the details of our Technical Support policies and procedures to ensure that your cases and inquiries are addressed with the appropriate care and urgency they deserve.

Technical Support cases are handled by our trained Technical Support staff, located around the globe. Technical Support also has a clear escalation path to Engineering for resolving issues requiring product fixes.

**Our Mission &  
Commitment To You**



**Technical Support  
Eligibility and Scope**



# Support Overview

## Technical Support Eligibility and Scope

Your BeyondTrust product(s) must be covered by a valid maintenance contract to receive support for that product(s).

Technical Support services are available for all products on a global basis. A range of services are offered including online, email, and phone access to our Technical Support Team, access to our extensive knowledge base, and new releases/maintenance updates.

We request that our customers make a reasonable effort to use the information available from our online knowledge base, and to diagnose and/or resolve an issue before seeking Technical Support services.

Technical Support focuses on troubleshooting and resolving product issues.

If you need advice on product installation and usage, we may refer you to our training and professional services. We offer both virtual and on-site product training and professional services.

[Our Mission & Commitment To You](#)[Technical Support Eligibility and Scope](#)

# Additional Resources

## Online Documentation & Resources

In addition to contacting BeyondTrust Technical Support, online self-help resources are available.

- Product Documentation
- Knowledge Base and FAQs
- Feature Requests
- Product Release Information

[beyondtrust.com/docs](https://beyondtrust.com/docs)

[beyondtrust.com/myportal](https://beyondtrust.com/myportal)

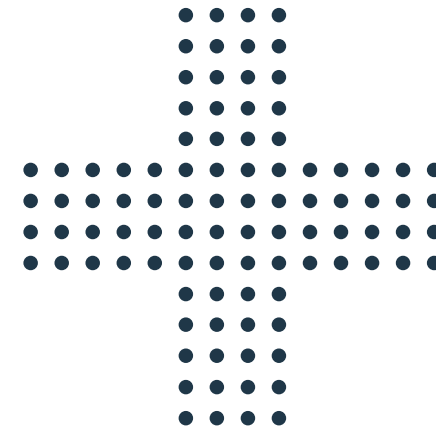
[beyondtrust.com/ideas](https://beyondtrust.com/ideas)

[beyondtrust.com/docs/release-notes/](https://beyondtrust.com/docs/release-notes/)

**Online Documentation  
& Resources**



**BeyondTrust Professional  
Services & Training**



# Additional Resources

## BeyondTrust Professional Services & Training

In addition to BeyondTrust Technical Support, which is focused on product issues and case resolution, BeyondTrust provides a range of professional services and training to help you get the most value out of your BeyondTrust products.

- BeyondTrust Professional Services
- BeyondTrust University

**[beyondtrust.com/services-training](https://beyondtrust.com/services-training)**  
**[beyondtrust.com/services-training/  
beyondtrust-university](https://beyondtrust.com/services-training/beyondtrust-university)**

As a supplement to BeyondTrust Technical Support services and BeyondTrust University's robust training offerings, BeyondTrust Technical Account Management (TAM) is a professional services engagement with a technical and product expert who partners with you to ensure you receive maximum value from your BeyondTrust investment.

BeyondTrust TAMs provide guidance and proactive support to ensure your BeyondTrust environment is optimized for security and reliability and is ready to deliver on your business requirements.

When you partner with a BeyondTrust TAM, you receive:

- Direct relationship with a senior technical and product expert
- Priority case assignment with BeyondTrust Support
- Regularly scheduled strategy calls
- Single point of escalation
- Detailed planning and assistance with BeyondTrust upgrades and maintenance activities

To learn more about our TAM services, visit **[beyondtrust.com/services-training/technical-account-management](https://beyondtrust.com/services-training/technical-account-management)**

**Online Documentation  
& Resources**



**BeyondTrust Professional  
Services & Training**



# How to Submit a Support Request

## Support Submission Request Channels

Customers with a BeyondTrust product that has a valid maintenance contract have access to our Technical Support services through multiple channels. Regardless of how a support request is initiated, all cases will be triaged on submission to ensure you receive assistance from the appropriate product specialist.

[Support Submission  
Request Channels](#)[Support Availability](#)

### Online Via Customer Portal

[identity.beyondtrust.com](https://identity.beyondtrust.com)

Securely submit and review support cases as well as search our knowledge base and technical documentation.

BeyondTrust uses Okta for a single authentication source to access the Customer Portal, Ideas Portal, and BeyondTrust University. Should you need assistance with access, please email [mysupport@beyondtrust.com](mailto:mysupport@beyondtrust.com).



### Email

[mysupport@beyondtrust.com](mailto:mysupport@beyondtrust.com)

All cases submitted via email will be assigned a Severity Level 3.



### Phone

USA (866) 652-3177  
UK +44 (0) 1628 480 210

Additional local support numbers outside the USA and UK can be found on the Support Portal. Calls may be routed to an answering service for triage and case creation.



### Chat

[beyondtrust.com/myportal](https://beyondtrust.com/myportal)

BeyondTrust Technical Support engineers are available from **2am - 7pm Monday-Friday US Central Time** to provide support through a BeyondTrust chat session. Chat sessions may be started from the Customer Portal.

If a chat session requires a Tier 2 product specialist, a case may be created and assigned to an appropriate resource who will coordinate with you to work on your case.

BeyondTrust Technical Support provides support in English only. If you are needing assistance in a local language, we encourage working with one of our global partners.



# How to Submit a Support Request

## Support Availability

### Premium Support:

- Severity 1: 24 hours a day, 365 days a year
- Severity 2 and 3: Sunday, 7pm US Central Time – Friday, 7pm US Central Time

[Support Submission  
Request Channels](#)[Support Availability](#)

## Case Submission Information Required

When submitting a case to BeyondTrust Technical Support, please have the following information available:

- Company name
- Contact name, phone number, and email address
- Desired Severity level
- Unique case number if this is a continuation of an existing case
- BeyondTrust product name and version number
- Detailed problem statement, including how long the problem has been occurring, any steps to reproduce the problem, and screenshots illustrating the problem
- Description of any troubleshooting done so far if any
- Relevant logs or support package
- Versions and roles of any operating systems associated with or used by the BeyondTrust product



# Assigning a Severity Level

## Severity Levels

There are three levels of Severity that are used to categorize and prioritize support cases.

SEVERITY LEVEL	DESCRIPTION	TARGET INITIAL RESPONSE TIME
1	Encompasses any issue where a production system is down or inoperable, or critical business operations are halted; issue cannot be resolved by a restart or bypass.	30 min
2	Encompasses any issue with a mild to medium impact to user experience or product usability.	8 hours (excluding major holidays and weekends)
3	Encompasses general support related inquiries, cosmetic impairment, or issues with minimal impact.	24 hours (excluding major holidays and weekends)

BeyondTrust will make reasonable efforts to meet the proposed response times when the following criteria are met:

- Any delay is not caused by an act or omission on the part of the Customer
- Customer provides to BeyondTrust such information and materials as BeyondTrust may reasonably request (such as product log files and environment information) to document and where applicable reproduce the problem
- The BeyondTrust products are installed within an environment that meets the recommended requirements outlined in the product documentation.

[Severity Levels](#)
[How Do I Get 24/7 Severity 1 Support?](#)

Customers with Severity 1 cases are strongly advised to call one of our published numbers for the quickest response.





# Assigning a Severity Level

## How Do I Get 24/7 Severity 1 Support?

For supported customers who require assistance with a Severity Level 1 case, follow these steps:

- Make sure the person contacting BeyondTrust Technical Support has administrative access and/or credentials for your BeyondTrust product, as well as any integrated or affected systems.
- Create a support case within the Customer Portal.
- Contact BeyondTrust Technical Support by phone.
- While on the phone with a BeyondTrust Technical Support Representative:
  - Have the contact person identify themselves as a BeyondTrust administrator
  - State the product affected
  - State that this is an emergency which cannot wait to be handled during normal business hours
  - Provide the case number
  - Provide a short summary of the problem, including the impact, scope and urgency of the issue
- An on-call BeyondTrust engineer will contact you within 30 minutes

[Severity Levels](#)[How Do I Get 24/7  
Severity 1 Support?](#)

# Case Management

The BeyondTrust support process ensures that customer cases are handled and resolved efficiently, professionally, and in a timely manner. BeyondTrust Technical Support provides case resolutions, workarounds, knowledge transfer, and appropriate, timely status updates to customers.

## Severity Levels

When you experience a problem or require additional information about your BeyondTrust products, open a case using one of the channels outlined in **“How to Submit a Support Request.”**

- To expedite investigating and troubleshooting your issue, include the details outlined in **“How to Submit a Support Request”**
- Responding to cases via the Customer Portal assures that your responses are automatically associated with the correct case.

[Process Overview & Guidelines \(Page 1\)](#)[Process Overview & Guidelines \(Page 2\)](#)[Technical Support Response – What You Can Expect](#)[Case Resolution](#)

# Case Management

When you report an issue or a request:

- A case will be created, given a unique case number, and assigned a Severity level. Technical Support will validate the Severity level based on the definitions outlined in the Assigning a Severity Level section.
- Technical Support will verify that you have a current maintenance contract and that you have a valid contact. If either of these cannot be verified, we will be unable to provide any further support.
- If you report multiple issues in the same request, individual cases may be opened for each issue.

Within the Customer Portal, customer contacts can be assigned a Customer Portal Admin role. Users assigned to this role can do the following:

- View all cases associated with their organization
- Create new contacts for users within their organization
- Access licenses associated with their BeyondTrust products

To request this role, create a case within the Customer Portal.

**Process Overview &  
Guidelines (Page 1)**



**Process Overview &  
Guidelines (Page 2)**



**Technical Support Response –  
What You Can Expect**



**Case Resolution**



# Case Management

## Technical Support Response – What You Can Expect

Once your case has been opened, you will receive a response within the reply times designated for the associated Severity level, which will include:

- The information you requested or an answer to your question
- A link to documentation or a knowledge base article
- An explanation of a feature or design decision
- A software patch or upgrade with instruction
- A confirmation that the issue you reported is a known issue, and whether a product fix is planned, or workarounds are available
- A request for additional information, such as:
  - Additional details or specific tests to isolate the issue
  - Instructions for generating detailed logs
- A request to join a session with a BeyondTrust Technical Support Engineer to further troubleshoot the issue
- Multiple resolution options from which you can choose

[Process Overview & Guidelines \(Page 1\)](#)[Process Overview & Guidelines \(Page 2\)](#)[Technical Support Response – What You Can Expect](#)[Case Resolution](#)

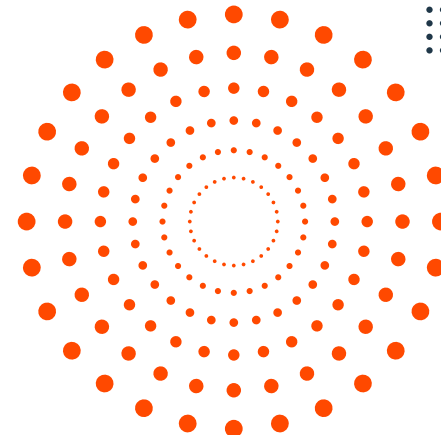
# Case Management

## Case Resolution

Cases will be closed and considered resolved when one of the following criteria is met:

- You close the case in the Customer Portal or confirm that it is resolved
- Automatically after 10 business days when we believe the case is resolved but you do not confirm
- Automatically after 15 business days when we have requested additional details or logs, but we have not received them

At any point in the support process, you are welcome to request to speak to a support supervisor or support manager. To escalate any case, please email [escalation@beyondtrust.com](mailto:escalation@beyondtrust.com).

[Process Overview & Guidelines \(Page 1\)](#)[Process Overview & Guidelines \(Page 2\)](#)[Technical Support Response – What You Can Expect](#)[Case Resolution](#)

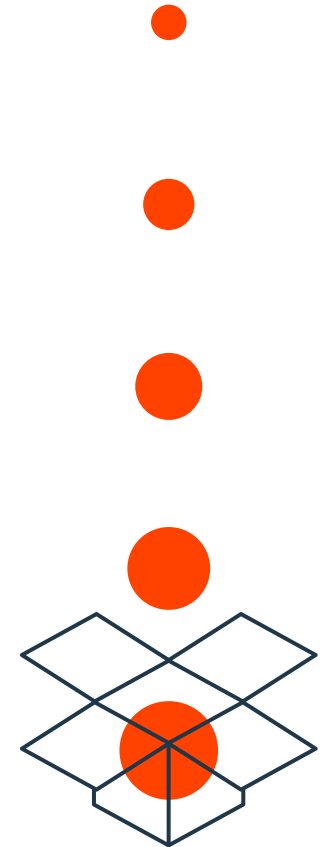
# Product Support Life Cycle

BeyondTrust Engineering is constantly working to enhance our products by making improvements to existing features, as well as adding new ones. Our objective is to provide the best products and value to our customers. To achieve this goal, we will continue to add new features and release new versions of our products. As we release new software versions, we will retire older versions according to a planned schedule.

BeyondTrust provides support for any major versions of our products for two years from the generally available (GA) release date. Over a typical two-year period, we release several maintenance versions associated with the active major version. These releases include critical updates or security patches.

More information on versions that are “end of life” can be found here:

**Replace with [beyondtrust.com/eos-eol](https://beyondtrust.com/eos-eol)**



# Services Not Covered

BeyondTrust Technical Support does not include services that include or result from:

- Uses of or changes made that were not explicitly authorized by BeyondTrust or were in violation of the BeyondTrust End User License Agreement (EULA)
- Network, system, third-party hardware or software, or other environmental factors not within the direct control of BeyondTrust
- Failure to install product updates or patches according to the provided instructions
- Providing functionality outside the current product design scope or expected behavior
- Consultative advice and assistance, including:
  - Configuration/reconfiguration of new or existing network equipment
  - Customization of BeyondTrust products including cosmetic modification
  - Programming code, writing scripts, or developing custom integrations
- Services related to non-BeyondTrust products including any updates required for compatibility with BeyondTrust products
- Professional Services; BeyondTrust Support may refer you to your account manager to discuss guided upgraded assistance or other Professional Services offerings
- Third party integrations

*BeyondTrust reserves the right to alter, modify, revise, and/or update this document and/or the scope of support services at its discretion. This document is intended as a reference and does not constitute contractual obligation.*

