

Support Overview

Although we do our best to make our products easy to use—there might be a moment when support is necessary. Whether it is to quickly resolve issues, improve training, or streamline software updates, our experienced support teams can provide the knowledge and assistance needed to address your challenges.

Access Self Service Options

The **Support Center** is your online resource for technical information, support, and assistance. Increase your productivity by finding solutions to technical questions more quickly – saving both time and money.

Some areas of the Support Center require you to **create a support account**. Once signed into the Support Center, you can access the knowledgebase, product downloads and add-ons, and troubleshooting information.

How to Contact Technical Support

Customers with active contracts have three ways to contact our Technical Support Engineers:

- 1. Phone Support:** Immediately address issues with phone support. Our experts are available Monday through Friday between 9AM and 5PM in North America (ET) and Europe (CET). Customers can reach us by calling +1 844 828 3693 in North America or +31 20 705 1200 in Europe.
- 2. Online Request:** You may also **log a support issue** online to provide additional details and supporting documents. Fill out the form and include as many details as possible. This will help us prioritize your ticket.
- 3. Email:** When you don't need an answer right away, submit a question via email to one of our Technical Support Engineers at support@loginvsi.com.

Understand Our Standard Response Times

After you have asked for support, the support call will be qualified, and an urgency level will be provided, as noted in the table below.

Priority Level	Response Time
Urgent Operations are at a complete halt, or the software is impacting a production environment.	1 working day or less
High Operations are partially at a halt and resources are being wasted, or software is partially impacting a production environment.	2 working days or less
Normal Operations can continue but require attention, or the software is impacting existing activities.	3 working days or less
Low Questions or information on best practices.	4 working days or less

Maximize the Value of Your Call

When you call for support, we ask you for the following information that you will want to have available:

1. Product name(s), description, and version number
2. System configuration and components, for example, operating system, etc.
3. Sequence of events prompting your call
4. Complete error messages if applicable.

In addition, you should communicate to the Technical Support Engineer the urgency of your situation so that we can respond appropriately. Use the following as a guide:

If the issue has minimal or no immediate impact on your operations, you should categorize the urgency as LOW or NORMAL. In these situations, you agree that it is acceptable if your issue is not resolved on an initial call.

If you want to ask questions and/or need support regarding issues that have a direct impact on your operation or business, you should categorize the urgency as HIGH. In high urgency situations, your system or process should remain operational but at less than full capability. In these situations, you require immediate or same day resolution if possible.

IMPORTANT: If your system or process is down and you require an immediate response, you should communicate this status to the Technical Support Engineer directly and classify it as URGENT. In these situations, we leverage additional technical support and engineering resources to resolve your issue quickly. We expect you to implement technical support recommendations and to be available for immediate follow-up. If this does not occur, we may downgrade the priority of your case.

Track the Progress of Your Support Case

Once our Technical Support Engineers receive and work on a case, the case details include a status reason that helps you track the progress. The table below helps you understand each step.

Status Reason	Explanation
Registered	The case has been logged and you will receive a case number.
Assigned	The case has an assigned Technical Support Engineer.
In Process	The Technical Support Engineer is working the case and keeps you informed of the progress.
Solution Delivered	The Technical Support Engineer delivered a solution to your specific issue.
Closed	The case is officially closed. You will receive a notification and have the option to either accept or reject the status.
Re-Opened	If you do not accept a closed status, the case is re-opened. The Technical Support Engineer will continue to work on the case until resolved.

Know When We Might be Unavailable

There are specific days of the year that our Technical Support Engineers will be unavailable due to national holidays.

The North America team follows standard U.S. national holidays, and are unavailable on New Year's Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas.

The European team follows standard Netherlands national holidays, and are unavailable on New Year's Day, King's Day, Easter Monday, Ascension Day, Pentecost Monday, and Christmas.