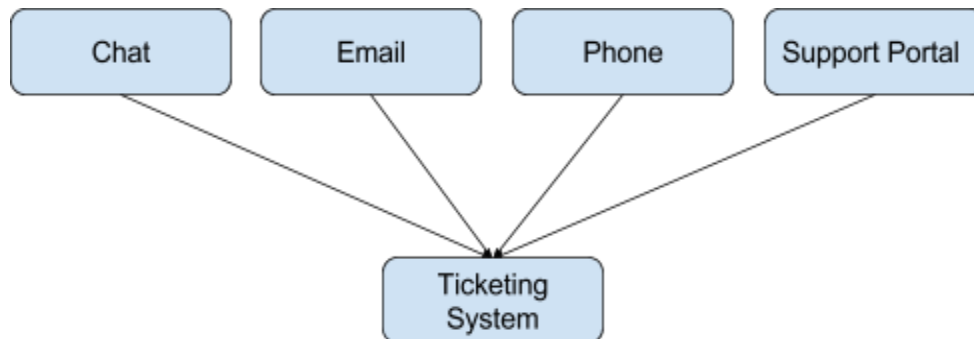


Call Logging Procedure

Cloudsoft provide four channels for customers to request and receive support: chat, email, phone and via the support portal.



Step 1 - Registration

Before you (a customer) can use any of the channels, you must register on the Cloudsoft support system.

Self-registration

- To self-register, go to <https://support.cloudsoft.io> and click the “Sign up” link
- Cloudsoft support operate a “whitelist” model which means you can only sign up using an email address from an approved (e.g. customer) domain
 - If any issues are encountered when attempting to sign-up, please email support@cloudsoft.io for assistance
- After entering a name and email address, you are sent a confirmation email. It contains a link which must be clicked to verify the account. You create an account password at this point.

Mass registration

If required, Cloudsoft can register the users in the system. Please email a list of required users to support@cloudsoft.io.

Step 2 - Logging and updating Support Tickets

You may request assistance using any the following channels.

Channel	How to access	Notes
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Chat	Login to https://support.cloudsoft.io	The chat window is available (bottom-right). A support ticket is automatically logged. Users may chat with a Cloudsoft engineer.
Email	help@cloudsoft.io	A support ticket is automatically logged and a Cloudsoft engineer is paged.
Phone	+44 808 164 0745	The call is automatically routed to an available engineer.
Support portal	https://support.cloudsoft.io	Users may create new tickets, browse

When logging an incident, please ensure the Priority is set appropriately:

Type	Description	Ticket Priority
SEV1	Production system unusable	Urgent
SEV2	Production system usable, but severely compromised	High
SEV3	Production system running, some impact. Development system unusable	Normal
SEV4	No production impact. Development usable, but compromised	Low

Cloudsoft will respond to logged support incidents in-line with the customer's Service Level Agreement.