

One Identity Support

Quick Reference Guide

Benefits

- Support page for each product to conveniently locate information in one location
- Online service request management for easily logging issues and tracking resolution progress
- Extensive Knowledge Base with powerful search tool to quickly find answers
- Detailed documentation on product features and functionality
- Communities to share information with peers and correspond with product experts
- Chat function for fast, interactive support

This guide provides a summary of how to get the most from One Identity Support for our extensive portfolio of software, appliances and cloud services. It provides an overview of our services and response times, as well as tips on using our portal and how to get in contact with us.

Accessing One Identity Support

One Identity's Support Portal, support.oneidentity.com is your main reference for finding answers to your questions quickly, searching for specific product information, such as downloads or documents, and managing your own licensing requirements.



Our **award-winning** One Identity's Support Portal has more self-help capabilities than ever, so you can solve problems quickly and independently **24 hours a day, 365 days a year.**

Finding solutions for One Identity Products

Visit our [Support Portal](#) where you can find product-specific information by viewing the Product Support page, searching our rich Knowledge Base or browsing our Support Communities.

- **Search the Product Support page** - The Product Support page gives you all the information available for a product. It includes top solution articles found within the Knowledge Base, product-specific how-to videos and tutorials, as well as documentation such as release notes, installation guides and performance guides. You'll also be able to access links to the most current product downloads, notifications and lifecycle table. There is even a section that consolidates the most popular content for the selected product.
- **Search the Knowledge Base** - The [Knowledge Base](#) allows you to enter in a key word and pull up just the solution you need from thousands of articles, videos and guides.

- **Search the Support Communities** - Our insight-packed [communities](#) provide advice from leading experts and enable you to collaborate with peers and access instructive videos, podcasts and blogs. Plus, you can join beta-testing programs to ensure our products deliver all the functionality you need. Get involved today to expand your skill set and share your feedback.

Contacting One Identity Support

We provide unlimited access to our One Identity Support portal. Before logging a support Service Request, first access the Knowledge Base to determine if your issue has a known resolution. If one doesn't exist, there are multiple ways to log a Service Request with One Identity Support.

Logging a support Service Request

Online: For the fastest response, log requests for support assistance through our One

Identity Support portal at support.oneidentity.com.

Provide the following information:

- Detailed problem description including full error message text
- Complete information about your environment, including product name, version, OS name and version
- Relevant log files or screen shots showing the problem, uploaded as attachments
- Any other information that may help us gain a complete understanding of the issue

For information on how to contact one of our Customer Service Administrators, visit the [Contact Technical Support](#) page on our support portal. Support is provided in English with local language accommodated when possible. The email address for the Customer Service Admin team is supportadmin@quest.com

If an issue is to be treated as "Severity 1," contact our support team directly instead of creating an online Service Request.

Defining severity

The following chart provides initial response times for customers.

| Severity Level | Description | Initial Response Standard Support | Initial Response 24x7 Support | Initial Response Premier Support |
|----------------|---|-----------------------------------|-------------------------------|----------------------------------|
| Level 1 | Critical business impact: The customer's production use of Quest products on a primary business service has stopped or has been severely impacted. | Within 1 hour | Within 1 hour | Within ½ hour |
| Level 2 | Significant business impact: Important product features have become unavailable with no acceptable workaround. | Within 2 hours | Within 2 hours | Within 1 hour |
| Level 3 | Minimal business impact: Product features unavailable but a workaround exists and the majority of software functions are still usable. | Within 4 hours | Within 4 hours | Within 2 hours |
| Level 4 | Nominal business impact: Minor problem or question that does not affect the software function such as How To's, documentation, general questions, or enhancement requests. | Within 1 Business Day | Within 1 Business Day | Within 4 hours |

Escalating an Issue

To escalate an issue call us and request to speak with a Support Manager. If you are a Premier Support customer, contact your Customer Success Manager, who serves as your dedicated escalation point of contact.

One Identity Services

[One Identity Services](#) has the tools, talent, and techniques that are designed to help you achieve your business outcomes. Our domain experts will design and deploy your solution to get it up and running. Visit the [One Identity Services](#) page for a complete list of services available.

Educational Services

Equip your staff with the education they need in order to facilitate the full use of One Identity solutions to ensure operational readiness for your organization. Visit the [One Identity Education Services](#) page.

Licensing questions

If you have questions regarding licensing of a One Identity product, simply complete the form available on the [Licensing Assistance](#) page of our Support Portal, A One Identity licensing representative will respond to your query within 24 hours.

Service Offerings

The entire range of the current service offerings from One Identity (Standard Support, 24x7 Business Critical Support and Premier Support) is available on the [Support Portal](#).

My Account on the Support Portal

Login to my account on the Support Portal where you and our partners can sign up for product specific RSS feed for news and alerts (such as updates to product lifecycle tables, new knowledge base articles, product notifications, etc.) based on the products selected (not available on Chrome or Firefox).

About One Identity

One Identity solutions eliminate the complexities and time-consuming processes often required to govern identities, manage privileged accounts and control access. Visit www.oneidentity.com



The Year's Ten Best Web Support Sites



ACE recognizes companies with outstanding feedback programs and commitment to increased customer, employee, and partner satisfaction.