

HOW TO CONTACT TECHNICAL SUPPORT

- All Technical Support Requests must be received by one of the following methods:
 1. Report on Antares website
 2. Email techsupport@antares-usa.com
 3. Email directly to assigned support individual
 4. Phone call to (763) 493-5285
 5. Phone call directly to assigned support individual

INFORMATION TO INCLUDE

- Support requests must include the following information:
 1. Your company name
 2. Your name
 3. Your information - number or email to be reached
 4. Description of the problem(s)
 - Capture screen shot (ALT + Prt Screen)
 - Error message
 - Number of users having the issue
 - When the issue started occurring
 5. Support priority (if excluded, the technician will assign based on description)
 - Contact only if you have time available to fix the issue, otherwise
 - Include day/time to contact regarding the issue

SUPPORT RESPONSE TIMES

- Response times for support requests apply based on the following priorities / descriptions:

Priority	Business Impact	Response Time
Mission Critical	Core business functions cannot be fulfilled. Typically a server failure.	1 hour
Urgent	Prevents a number of people from doing necessary work now, or a single person from completing a core business function.	2 hours
High	Likely to prevent a number of people from doing necessary work within a day, or preventing an individual from doing necessary work now.	3 hours
Normal	Preventing the completion of necessary but not urgent work, needs to be resolved.	24 hours
Low	Will provide a better working environment and maybe some saving in the longer term.	72 hours
None Given	Treated as “low” priority.	72 hours

Note: Support may be completed remotely without user interaction.