

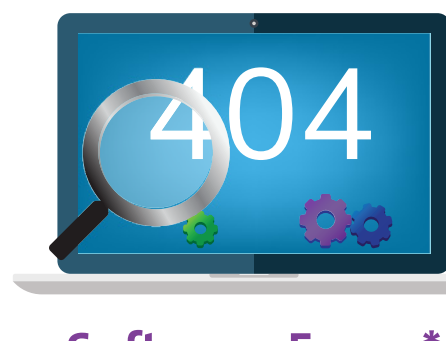
# Understanding Ingeniux Support



INGENIUX

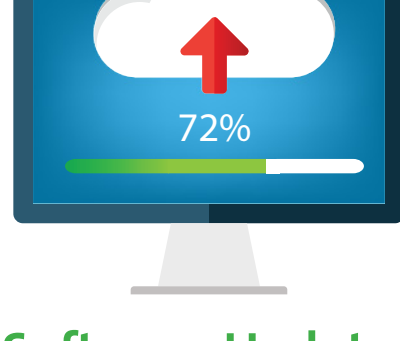
## Support Coverage

Here's what Ingeniux Support Service covers:



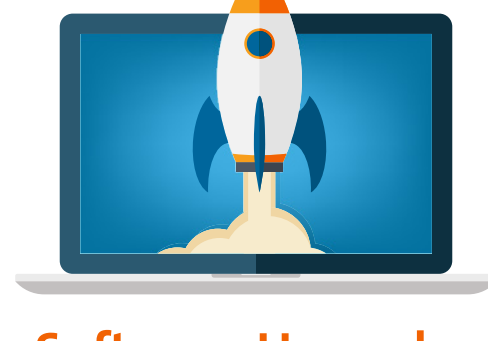
### Software Errors\*

Troubleshooting  
Investigation of software-related issues  
Diagnosis of Issues  
Delivery of fixes, workarounds, software updates or upgrades



### Software Updates

Patches  
Fixes  
Updates  
Service releases to resolve known issues



### Software Upgrades

Upgrades to new versions of Ingeniux CMS  
Access to associated media, product documentation, and training materials

\* In the follow scenarios, Ingeniux will put reasonable effort into assisting the customer but is under no obligation to fully resolve software issues or errors:

- 1) Issues or errors caused by client's negligence, faulty operation of software, or other causes beyond the reasonable control of Ingeniux.
- 2) Issues or errors caused by third party software that is not licensed through Ingeniux.

## EXTENDED SUPPORT FOR SITES THAT NEED A LITTLE EXTRA LOVE

Ingeniux offers custom extended support packages for customers who need additional support due to their implementations or their time zone.

Extended support package pricing will vary based on the requirements of the client.

## Support Ticket Priority Levels

Support tickets are categorized into four priority levels.



01

### PRIORITY 1

Critical software issues that prevent a client from publishing or rendering content.



02

### PRIORITY 2

Software issues that impact the functionality or operation of the client's Ingeniux software installation, but do not prevent client from publishing or rendering content.



03

### PRIORITY 3

Software issues that are considered not expected or desired, but do not critically impact the functionality or operation of the client's Ingeniux software installation.



04

### PRIORITY 4

Issues not related to software issues, or those brought about by user error or knowledge gaps.

## How to Contact Support

STANDARD SUPPORT HOURS:  
6 AM – 5 PM PACIFIC



### Telephone

Contact Ingeniux Support via telephone – especially for Priority One issues – at 877-299-8900

### Online

Submit and manage support tickets online at the Ingeniux Support Portal

### SUPPORT FOR HOSTED CLIENTS

For hosted clients, support is available 24/7, year-round for server-related issues that prevent a client's hosting installation from being publicly accessible. This does not include content-related support or other non-emergency support issues.

## Submitting a Support Ticket

Submit all support tickets electronically via the Ingeniux Support Portal.



### Filing a Ticket

When filing a support ticket, assign it a level or urgency so that support engineers can address it appropriately.



### Priority 1

For Priority 1 level issues, make sure to contact support electronically and by phone.

## Our Commitment

For every support ticket we receive:

01

We verify receipt of ticket within one business hour.

02

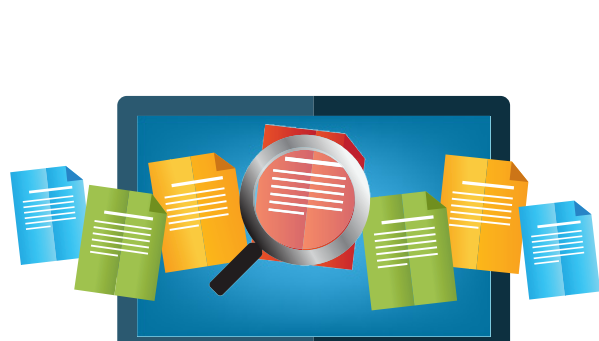
We immediately triage and address the ticket based on priority.

03

We respond to client within one business day or less with a thoughtful assessment and next steps or follow-up questions.

All support tickets and associated correspondence are logged in our ticketing system. Clients can access their closed and open support tickets in the Ingeniux Support Portal.

## Additional Resources



### Self-Help

On the Ingeniux Support Portal, you'll find a large library of self-help resources to bridge knowledge gaps and learn about the software.

These include:

- Product Documentation
- Articles
- Video Tutorials
- User Forum



### Ingeniux Professional Services

Engage Ingeniux Professional Services and allow us to support your digital initiatives. We provide many different services, included but not limited to:

- Training
- Consulting
- Design
- CMS Development
- Site Audits

Learn more at [support.ingeniux.com](https://support.ingeniux.com)