Support Information

This appendix provides information on the following topics:

Contacting Customer Support

To contact Customer Support for Secure Email Encryption Service, you can send an email message to the following address:

support@res.cisco.com

See the following URL for complete Customer Support information:

https://res.cisco.com/websafe/help?topic=ContactSupport

Note   You can also access Instant Message Chat Support from this URL.

Note   The Email and Web Chat Support is now available in English and French. The French Support will be available between the hours of 8:00 AM to 5:00 PM, Eastern Time, on weekdays.

Alternatively, you can request support by phone or online 24 hours a day, 7 days a week. You can contact Cisco Customer Support using one of the following methods:

- Cisco Support Portal: https://sso.cisco.com/autho/forms/CDClogin.html

- Phone support: Contact Cisco Technical Assistance Center (TAC) within the United States and Canada at 800-553-2447 and https://www.cisco.com/c/en/us/support/web/tsd-cisco-worldwide-contacts.html#telephone

If you purchased support through a reseller or another supplier, contact that supplier directly with your product support issues.

Note The level of support available to you depends upon your service level agreement. Cisco Customer Support service level agreement details are available on the Support Portal. Check this page for details about your level of support.

Reasons for contacting support include:

• Reporting issues

• Adding domains to your account

• Adding users to your domain

• Managing users (for example, resetting passwords and locking users) if you are not managing users directly via Secure Email Encryption Service.

Using the Web Chat

You can use the instant messaging web chat to raise a support ticket or contact the customer support.

1. Click the chat icon on the **Contacting Customer Support** page.

2. Enter your first name, last name and email address in the chat window that pops up.

3. If you are facing any issues in opening a secure message, click **Unable to Open the Secure Message** button.

Note You can use this option if you are facing any issues related to opening a secure message. Click the **More Information** button to see the different types of issues for which you can use this option and raise a support ticket. A new tab opens in your web browser displaying the different types of issues.

4. For any other issues, click the **I have Other Issues** button.

Cisco Secure Email Welcomes Your Comments

The Cisco Secure Email Technical Publications team is interested in improving the product documentation. Your comments and suggestions are always welcome. You can send comments to the following email address:

securemaildocs@cisco.com