# Contact Umbrella for Government Support: Hours, Ticketing, and Data Handling

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#### Introduction

This document describes how to contact Umbrella for Government Support, recommended troubleshooting steps, and secure data handling procedures.

#### Overview

The Umbrella for Government Support team is staffed by U.S. Persons on U.S. soil and covers the Umbrella for Government phone and email queues from 08:00 EST to 20:00 EST, Monday through Friday.

- Outside these hours, phone lines are staffed with non-U.S. Persons and email queues are not monitored
- U.S. Persons are available on an on-call basis for Sev1 or Sev2 issues reported by phone only.

## What to Check Before Contacting Support

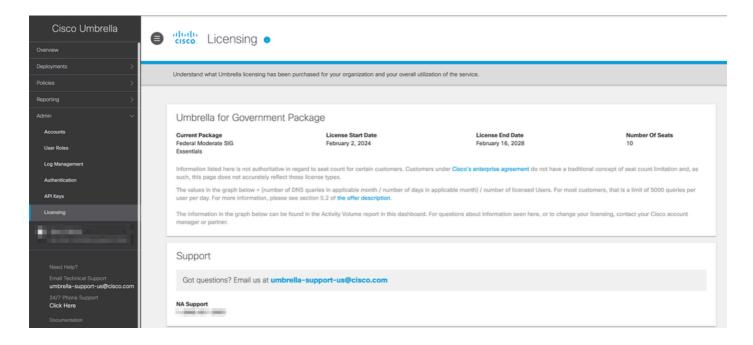
Before opening a support case, try these steps:

- Search the <u>Cisco Umbrella for Government documentation</u> and <u>support portal</u> for answers.
- For Active Directory issues, review these prerequisites: Communication Flow and Troubleshooting
- For Virtual Appliance issues, use the troubleshooting steps provided: <u>Troubleshoot Virtual Appliances</u>
- For policy issues, consult: Best Practices for Policy Creation

## How to Open a Support Ticket

You can contact the support team in two ways:

- Email: umbrella-support-us@cisco.com
- Phone: View phone contact information at **Admin > Licensing**in the Umbrella dashboard.



## What to Include in a Support Case

- Do not include sensitive information in your email or discuss it by phone outside of U.S. Person support hours.
- Transfer files containing sensitive information using Cisco DocExchange.
- Provide as much detail as possible, including:
  - When the problem started
  - Whether it worked previously
  - Any recent changes or updates
  - Whether all users or only some are affected
  - OS, browser, and software versions involved
  - Whether the issue is reproducible or sporadic

#### **Submitting Data via DocExchange**

Due to FedRAMP data handling requirements, use Cisco DocExchange to transfer files, especially those containing Personal Identifiable Information (PII):

- Register for a free Cisco CCO account at Cisco Registration.
- After email verification, you will be added to the relevant folder and receive a link (<a href="https://ciscoshare.cisco.com/">https://ciscoshare.cisco.com/</a>) via email.
- Only added users can access the folder; end customers cannot create folders.
- File size limit: 500 MB.
- Refer to the Doc Exchange User Guide for more information: Getting Started: External User Guide