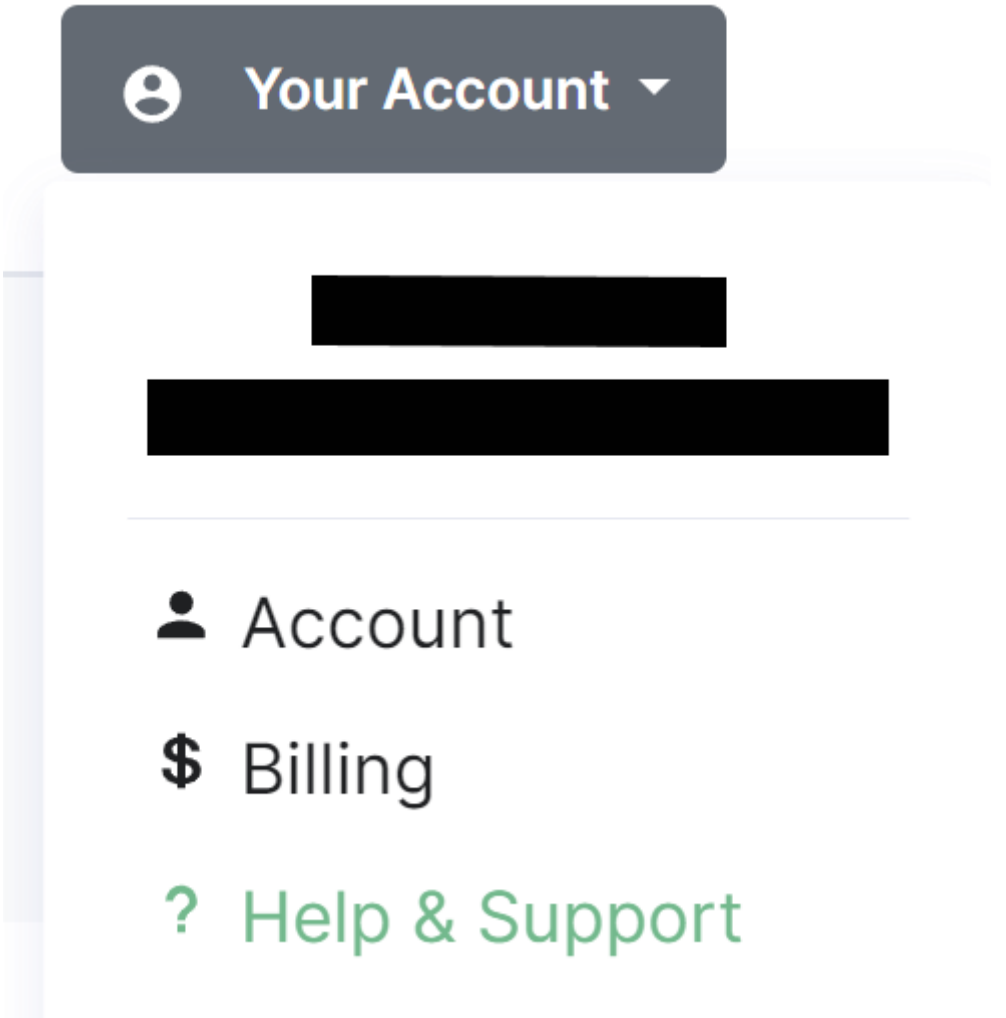
Support

What's supported and how to get in touch!

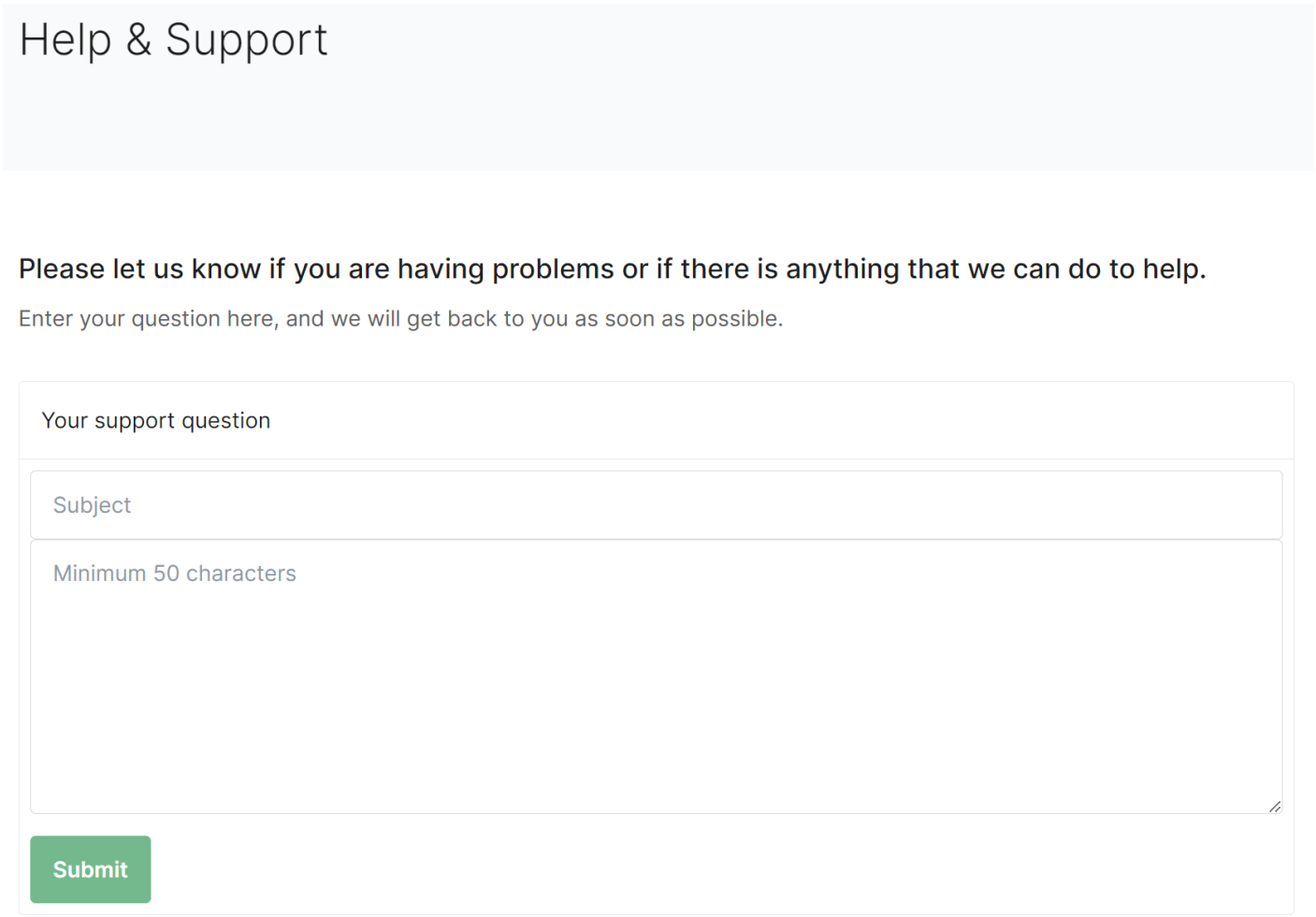
Getting in touch

Need some help? Simply log in to your EMS Control Panel with the EMS Account associated with your Element Server Suite Enterprise subscription.

Then click the `Your Account` button, found at the top right of the page, then `Help & Support`.



You'll be presented with a contact form:



Please provide as many details as you can, once submitted, you should receive a confirmation email which you can reply to with any additional information.

Service Level Agreements (SLA)

This document summarises the SLAs for our price plans and establishes a baseline for our services. For information on our price plans visit: https://element.io/pricing

SLA response times

All price plans include unlimited support requests, and all requests are initiated by email or web form.

	Enterprise	Sovereign
Level 1 Urgent	4 hours	2 hours
Level 2 High	8 hours	4 hours

Level 3 Medium	1 day	1 day
Level 4 Low	2 days	2 days

Business Enterprise Sovereign Level 1 (Urgent) 1 day 4 hours 2 hours Level 2 (High) 1 day 8 hours 4 hours Level 3 (Medium) 2 days 1 day 1 day Level 4 (Low) 3 days 2 days 2 days

Coverage: 9am - 6pm `GMT` / `BST` (`UTC` / `UTC+1`) excluding weekends and UK public holidays

Scope of support

Includes

- Configuring and operating the Installer including debugging issues
- Synapse Usage/Configuration/Prioritised Bug Fixes
- Element Web Usage/Configuration/Prioritised Bug Fixes
- MicroK8s (when deployed using our installation process)
- Delegated Auth (e.g. SAML/LDAP)
- Group Sync (LDAP, AD Graph API, SCIM supported)
- Integration with GitHub/GitLab/VoIP/webhooks/Jira/Bridges to TG, WA and IRC
- Adminbot and Auditbot

Excludes

- Infrastructure assistance
- Multi-node/Full Kubernetes management
- Operating System support
- PostgreSQL database support (when not installed by our installer in a standalone)
- MicroK8s deployment
- Troubleshooting Jitsi

Important information

- Pre-existing Kubernetes environments must deploy a self-managed PostgreSQL separately
- Components and integrations (e.g. Group Sync) must be installed via our provided methods
- Backup and underlying storage services are to be provided by the customer

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