



## **Kaseya Customer Support**

Customers have the ability to obtain support through multiple forms.

These include a self-service [Knowledge Base](#) solution which is available from the support website 24/7/365 and includes articles covering all common issues addressed by support.

Issues can be submitted using the 'Request Support' feature under the system tab of the Kaseya server, via the [Kaseya Customer Portal](#) or, in the case of malfunction, by using the online form on the support page of the [Kaseya website](#).

All incidents are required to be submitted and tracked using the Kaseya ticketing system. Customers should review the tickets or email responses and action as requested. Access to the ticketing system can be achieved under the Request Support option within the Kaseya VSA.

When submitting a new incident you are requested to supply as much detail as possible for the Kaseya support staff to properly identify and diagnose the issue. For further information please review the [Kaseya Support Policy](#).