

Quick Start Guide

Acronis Business Products

Step 1. Create an account <https://account.acronis.com/#/auth/signup>

Step 2. Register your products <https://account.acronis.com/products>

Step 3. Check your support program <https://kb.acronis.com/check-support-dates>

Step 4. Register maintenance renewal (if necessary) <https://kb.acronis.com/renewselfupdate>

Available services*:

	Customer Service	Trial Product Support	Acronis Advantage Standard	Acronis Advantage Premier	Subscription-based products**
Terms	Administrative, license/serial number, web navigation, download, or promotional offer inquiries	Valid for the length of trial	Subscription based support		
Pricing	Free		Subscription based; First year of service included in purchase price		Included in subscription
Scope of Service	No limit on number of incidents ***	Within trial period	No limit on number of incidents*** within subscription period		
Availability	24 x 7		12 x 5	24 x 7	
Support Channel	Email, chat		Email, chat, phone		
First Response Time	Email: 3 Business days; Chat: usually less than 2 minutes		Email: 1 Business day; Chat, phone: normally less than 2 minutes		Email: 1 day; Chat, phone: normally less than 2 minutes
Available support languages	English German, Italian, French Japanese Russian	24x7 Monday – Friday; 8 am - 6 pm (GMT+1) Monday – Friday; 9 am - 6 pm (GMT+9) Monday – Friday; 10 am - 7 pm (GMT+3)			
	(!) Support is provided in English only out of local business hours				
Self-Service options	Forum http://forum.acronis.com Knowledge Base http://kb.acronis.com User Guides http://www.acronis.com/support/documentation				

* Support current version plus one version back. All other versions are supported via our Knowledge Base and Forum community.

** Acronis Backup to Cloud and Acronis Backup Service.

*** Within commercially reasonable limits

Contacting Support

To get the quickest solution, be ready to provide us with detailed information about the issue:

<https://kb.acronis.com/contact-support>

Acronis Customer Central: <https://www.acronis.com/en-us/support/>

Privacy Policy

Acronis guarantees that all your personal information and the information gathered from your machine will not be passed to any third parties and will be used only for troubleshooting purposes.

More details: <http://www.acronis.com/company/privacy.html>