

Quick Start Guide

Acronis Personal Products

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

Step 2. Add your product keys <https://account.acronis.com/products>

Available services*:

| | Customer Service | Trial Product Support | Standard Support | Subscription Support | Pay Per Incident Support |
|-----------------------------|--|---|--|---|--|
| Terms | Administrative, license/serial number, web navigation, download, or promotional offer inquiries | Valid for the length of trial | During Support Lifecycle | Subscription based | Purchase support for a single incident |
| Pricing | Free | | Free | | Priced per incident |
| Scope of Service | No limit on number of incidents *** | Within trial period | No limit on number of incidents** | | 1 Incident |
| Availability | 24 x 7 | 12 x 5 | 24 x 7 | | |
| Support Channel | Email, chat | | Email, chat | Email, chat, phone | |
| First Response Time | Email: 3 Business days; Chat: usually less than 2 minutes | | Email: 3 Business days; Chat: usually less than 2 minutes | Email: 1 Business 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.

** 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>