



For BarTender<sup>®</sup> customers on any [currently supported](#) BarTender version with Standard Maintenance and Support, Technical Support is available during business hours with a first reply time Service Level Target (SLT) of two (2) business hours\* for Urgent Issues, according to the priority level definitions listed below. Standard Maintenance and Support is also available for 30-day Trial licenses during the trial period.

## How to Create a New Support Case

1. **Navigate to the [\[Contact Support\]](#) webpage:** Open the webpage and expand the dropdown menu. Select "I want to log a new Support Case."

2. **Enter your BarTender Support Number:** Input your Support Number and click *Continue*.

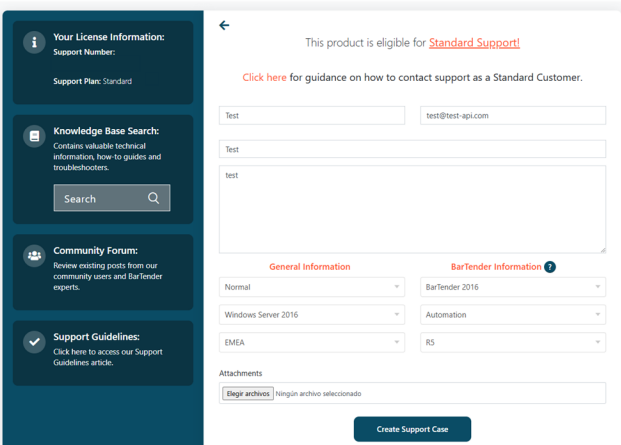
◆ **Finding your Support Number:**

- ✦ In **BarTender Designer**: Go to *Help > About*.
- ✦ In **BarTender Cloud**: Navigate to *Manage Cloud Account > General*.

3. **Complete the required fields:** Provide information for each available field to the best of your ability. Fields marked with an asterisk (\*) are mandatory. Once all necessary details are entered, click *Create Support Case*.

4. **Receive your Ticket ID:** After submission:

- Your Support Ticket number/ID will be displayed at the top of the screen.

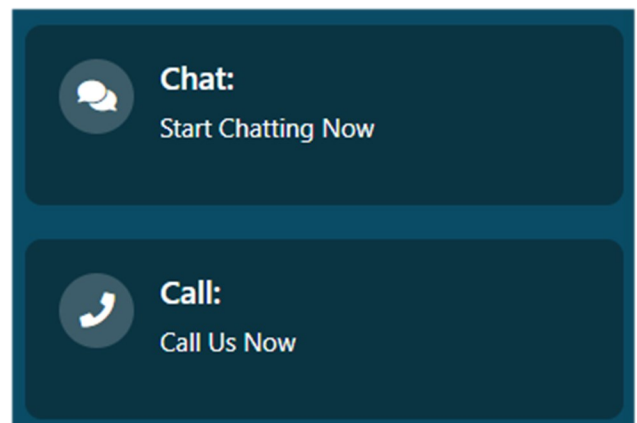


The screenshot shows the 'Contact Support' form. On the left is a sidebar with links: 'Your License Information: Support Number: Support Plan: Standard', 'Knowledge Base Search: Contains valuable technical information, how-to guides and troubleshooters.', 'Community Forum: Review existing posts from our community users and BarTender experts.', and 'Support Guidelines: Click here to access our Support Guidelines article.' The main form area has a header stating 'This product is eligible for [Standard Support!](#)' and a link 'Click here for guidance on how to contact support as a Standard Customer.' Below this are input fields for 'Text' and 'Email' (pre-filled with 'test@test-api.com'). A 'Search' button is present. The form is divided into 'General Information' and 'BarTender Information' sections. 'General Information' includes dropdowns for 'Normal', 'Windows Server 2016', and 'EMEA'. 'BarTender Information' includes dropdowns for 'BarTender 2016', 'Automation', and 'RS'. There is an 'Attachments' section with a link to 'Begin archives' and a note 'ningun archivo seleccionado'. A 'Create Support Case' button is at the bottom right.

### Contact Support

**Your Support Case Number is 000001**

Thank you for logging a support ticket with us. A support agent will follow up with you via email ([see response time targets here](#)). If you require further assistance, click on the chat or call options visible on the left panel. You will have to provide your case number when interacting with us.



**Note:** The availability of live support channels will be determined automatically based on your [request time and our business hours](#).

For mission-critical production issues, when submitting your incident via the web-form, in order to receive a guaranteed two (2) business hours first response time at the provided email address, make sure to:

- i. Fill-in every field.
- ii. Select urgent for the business impact of your issue.
- iii. For BarTender Cloud critical availability issues enable the Cloud Outage checkbox.

## Technical Support Office Hours

|          | Monday to Thursday | Friday        |
|----------|--------------------|---------------|
| Americas | 4am - 6pm PST      |               |
| EMEA     | 9am - 6pm CET      | 9am - 5pm CET |
| APAC     | 9am - 6pm CST      |               |
| Japan    | 9am - 5pm JST      |               |

All offices observe local holidays. A full list of holiday closures can be found at:  
<https://www.bartendersoftware.com/about/holiday-closures/>

## Priority level definitions

|                                 |  |
|---------------------------------|--|
| Urgent /<br>“Business Critical” | The highest priority. This status represents a complete loss of service or a significant feature that is completely unavailable.<br><br>This status only applies to BarTender installations already running in production and will not be applied to development issues or problems in staging environments. |
| High /<br>“Degraded Service”    | This status includes intermittent issues or a significant feature that is partially unavailable.<br><br>This status only applies to BarTender installations already running in production and will not be applied to development issues or problems in staging environments.                                 |
| Normal                          | This status includes product questions, feature requests and issues that do not affect production.   |
| Low                             | This status includes routine questions and minor usability issues.   |

\*Visit [Availability and Channels for Support](#) for further information and conditions on our time targets, support channels and availability.

