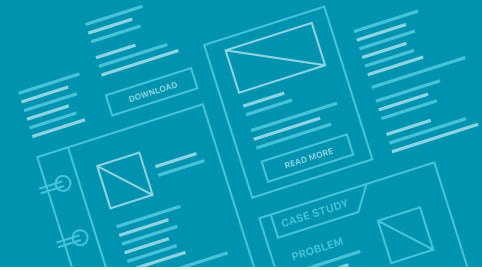


BarTender® Standard Support Guide



For BarTender® 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 contact Technical Support

1. Visit our [Support Site](#).
2. Enter and validate your Support Number to activate all Standard support contact methods shown below.


Contact Support


Check your support plan

Enter your support number below and click "Check status" to see what contact methods are available to you based on your maintenance plan.




We offer technical assistance on currently [supported versions](#) of BarTender.

- + Available contact channels based on your support plan
- + Where's my support number?

 [Check status](#)

 This product is eligible for [standard support](#)!

3. Choose your preferred contact method. Availability of contact channel options will automatically display based upon the time of day.

 <h3>Email</h3> <p>Email works best when you have complex questions and don't need an immediate response.</p> <p>Available as a part of your standard plan</p>	 <h3>Phone</h3> <p>Calling us works best for troubleshooting complex issues that need immediate attention.</p> <p>Available as a part of your standard plan</p>	 <h3>Chat</h3> <p>Our chat tool has automatic translation, but works best for simple problems and questions.</p> <p>Available as a part of your standard plan</p>
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- a. Select the **Email** option and fill in our web form. Recommended for low priority or complex issues.
- b. Select the **Phone** option to check which office is available and call us (*you can contact any open office during business hours*). Recommended for urgent issues.

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 www.SeagullScientific.com/about/holiday-closures

- c. Select the **Chat** option and initiate a chat inquiry with us (*available during business hours*). Recommended for simple problems and questions.

Priority level definitions

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

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

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