



Overview of support channels

Responsible:
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Getting answers to your questions



Knowledge base

<https://support.elimity.com/>

Suitable for: quickly finding the answer to your question yourself

Accessible by: up to 5 users of your organisation



Email

support@elimity.com

Suitable for: getting a personalized answer to your question

Accessible by: up to 2 users of your organisation



Phone

+32 78 25 92 18

Suitable for: getting an answer to your question immediately, only for urgent requests.

Accessible by: up to 2 users of your organisation

Note: reply time depends on your SLA

Reporting an issue



Support platform

<https://support.elimity.com/>

Accessible by: up to 2 users
of your organisation

Note: reply time depends on your SLA



Email

support@elimity.com

Accessible by: up to 2 users
of your organisation

Note: reply time depends on your SLA



Phone

+32 78 25 92 18

Accessible by: up to 2 users
of your organisation

Note: only for urgent issues

Reporting an issue - how to use the support platform

