

iManage Cloud Support FAQ



Getting started with iManage Cloud Support

The mission of iManage Support is simple - deliver the responsive help and high-quality product information you need assist your users and get the most out of iManage Cloud.

We understand the importance of iManage Cloud to your business to securely manage and share your work product and boost the productivity of your professionals. Whether you have a question or encounter a problem, iManage Cloud Support is here to help. This guide provides the key information you need to contact and work with iManage Cloud Support.

If you have a question that is not addressed below, please contact us at cloudsupport@imange.com.

If you are an iManage customer currently using an on-premises implementation of iManage solutions, please see [Getting Started with iManage Support](#).

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What is iManage Help Center?

iManage Help Center is your central point of access to the following resources:

- iManage Cloud Support
- iManage Community forums
- iManage Support announcements
- iManage product downloads and supporting resources

How do I register for an iManage Help Center account?

Registering for an iManage Help Center account only requires the following:

- A valid iManage subscription agreement with your company (for iManage customers)
- A valid iManage partner agreement with your company (for iManage partners)
- A valid email address on your company's domain

To register for a new iManage Help Center account for you or for another contact at your company:

1. Send an email to cloudsupport@imanager.com and include the contact's name, contact's email address on your company's domain, and your company's name.
2. Sign in to iManage Help Center with the account holder's login credentials. The account holder receives a private email from iManage Support once their account is created, and the email contains a username and temporary password. The account holder must then log into Help Center to set a new password.

NOTE: We require a unique Help Center account for each contact person at your company. We prohibit the use of shared Help Center accounts for security, auditing, and license enforcement purposes.

What do I do if I am unable to connect to iManage Cloud?

Contact iManage Cloud Support if you are unable to connect to iManage Cloud and believe you are experiencing a service outage. See [How do I contact iManage Cloud Support?](#).

Cloud Support also publishes notifications of service interruptions in our **Data Center Alerts** area of Help Center. For more information regarding Data Center Alerts, see [Does iManage notify me when there is a service outage?](#).

How do I contact iManage Cloud Support?

Your access to iManage Cloud Support commences on the effective date of your subscription agreement. Submit a support request by [phone](#), [email](#), or in [Help Center](#). When we resolve your request, we document the resolution in your support request history for future reference.

After reviewing the iManage Cloud Support contact information, see the following related to submitting support requests:

- [Who may submit requests to iManage Support?](#)
- [What information is useful when submitting a request?](#)
- [What is the response time once I submit a support request?](#)
- [How do I contact iManage Support after hours?](#)

Submitting a support request by phone:

In the Americas, call:

- +1 (312) 683-9575, Press 1
- +1 (855) 973-1567, Press 1 (toll free in U.S.)

In Europe and worldwide, call:

- +44 120 724 0044

Submitting a support request by email:

To contact iManage Support by email, please send your question or request to cloudsupport@imange.com.

Submitting a support request in Help Center:

To submit new or manage existing support requests in Help Center, click **Submit a request** on the top navigation menu.

For information regarding obtaining a Help Center account for you or for another member of your organization, see [How do I register for an iManage Help Center account?](#)

How do I contact iManage Cloud Support after hours?

Cloud Support is available 24x7 for **Priority 1** support requests. See [What is the response time once I submit a support request?](#) for more information on priority definitions and response times.

To submit a new Priority 1 support request to Cloud Support after hours:

1. Use any of the standard contact channels listed in the [How do I contact iManage Cloud Support?](#) section.
2. Submit a new support request including all necessary information. See the following sections to ensure you include the necessary details with your new Priority 1 support request:
 - [How do I submit an urgent \(Priority 1\) support request?](#)
 - [What information is useful when submitting a request?](#)

To contact Cloud Support after hours regarding an existing support request:

1. Follow steps 1 and 2 in the [To submit a new Priority 1 support request to iManage Cloud Support after hours](#) section above.

2. Include your existing support request number.

NOTE: If you post an update to your existing support request instead of submitting a new request, your update may not be viewed until the next business day. It is important to submit a new request to alert our Cloud Support team if assistance is needed after hours.

Who may submit requests to iManage Cloud Support?

We allow the following individuals to submit support requests to iManage Cloud Support:

- Designated technical contacts with a valid email address at your company (for iManage customers)
- iManage partners certified in the product(s) applicable to the support request (for iManage partners)

NOTE: We require a valid iManage subscription agreement for iManage customers to submit support requests to iManage Cloud Support. We require a valid iManage partner agreement for iManage partners to submit support requests to iManage Cloud Support.

What information is useful when submitting a request?

When submitting a support request, please have the following information available to facilitate the troubleshooting process:

- **Contact information** – Person submitting the request.
- **Environment information** – Product, version, relevant system platforms and integrations.
- **Problem description** – Accurate problem definition including symptoms, errors, logs, and steps to reproduce.
- **Priority level** – Level of severity of the problem. See [What is the response time once I submit a support request?](#) for priority level definitions.
- **Business impact** – Who is impacted by the problem and how frequently does the problem occur?

When providing environment information for iManage Work support requests, use the **iManage Work Support Tool** to collect basic setup, configuration, and log file information for troubleshooting purposes. See [iManage Work Support Tool](#) in Help Center for download and usage instructions.

[What is the response time once I submit a support request?](#)

Our phone, email, and Help Center contact systems are available 24x7 for you to submit a support request. Response Time Objectives (RTO) for new requests are determined by the request priority and your level of care. We understand the mission-critical nature of iManage to your business and our support staff works diligently to far exceed RTO.

Cloud Services Care 24x7

Cloud Services support is available during normal business hours. In addition, Cloud Services customers have access to support assistance 24 hours a day, 7 days a week, 365 days a year for **Priority 1** support requests. See **Priority 1 - Urgent: production system down** below for more details.

RTO for non-Priority 1 requests submitted outside of normal business hours apply to the next business day.

Priority 1 – Urgent: production system down (RTO: 1 Hour)

The product is unusable, resulting in a total disruption of work or other critical impacts on production operations. No workaround is available. Newly received support requests will be assessed through discussions with the customer to confirm that they fulfill the criteria and may be downgraded in priority if they do not.

To submit a new urgent Priority 1 support request to iManage Support, see [How do I submit an urgent \(Priority 1\) support request?](#)

Priority 2 – High: major feature/function failure (RTO: 4 Business Hours)

A major feature or function failure of the product which severely restricts production operations. A workaround is available.

Priority 3 – Normal: minor feature/function failure (RTO: 6 Business Hours)

A minor feature or function of the product does not operate as designed and there is minor impact on usage. A workaround is available.

Priority 4 – Low: minor problem (RTO: 1 Business Day)

Examples of this type of request include requests for product documentation, requests for general information, and product enhancement requests.

How do I submit an urgent (Priority 1) support request?

To submit a new urgent Priority 1 support request to iManage Support, complete the following steps:

1. Submit a new support request using one of the three standard contact channels: by phone, by email, or in Help Center. See [How do I contact iManage Cloud Support?](#).
2. Include the following based on the contact method used when submitting your Priority 1 support request:
 - a. When submitting a Priority 1 support request by phone during iManage Support business hours, advise the iManage Support engineer that you are experiencing a Priority 1 level issue.

- b. When submitting a Priority 1 support request by phone outside of iManage Support business hours, (after hours), leave a voicemail message to alert our iManage Support team.
 - c. When submitting a Priority 1 support request by email during or after iManage Support business hours, preface your email subject with the following text to indicate a Priority 1 level request: **Urgent:**. For example, "Urgent: Users are unable to connect to iManage Work".
 - d. When submitting a Priority 1 support request in Help Center during or after iManage Support business hours, select **Urgent** from the **Priority** field drop-down on the **Submit a request** form.
3. Include all necessary support information in your request. See [What information is useful when submitting a request?](#) to ensure you include the necessary details with your new support request.

How do I escalate if I have concerns about the progress of my request?

If you have concerns regarding the progress of your support request or our service, simply request that the support engineer escalate to Customer Care or request to be contacted by iManage Support management. Also, contact our support management team directly with your concerns:

- Chris RuBert (chris.rubert@imanager.com), Vice President of Global Customer Support
- John Conrad (john.conrad@imanager.com), Head of Cloud Support
- John Fenley (john.fenley@imanager.com), Global Director of Product Support
- Scott Butwina (scott.butwina@imanager.com), Customer Care Manager (RAVN)
- Jason Buehner (jason.buehner@imanager.com), Customer Care Manager (Work Email Services)
- Andy Recker (andrew.recker@imanager.com), Customer Care Manager (Work Servers)
- Asna Khan (asna.khan@imanager.com), Customer Care Manager (Work Clients)
- Sean O'Brien (sean.obrien@imanager.com), Customer Care Manager (Security and Governance)
- Ashley Lobb (ashley.lobb@imanager.com), Head of EMEA Support

Contact your assigned Cloud Services Manager by email if you have any concerns. Please provide your support request number and the nature of the request in the email.

Does iManage notify me when there is a service outage?

While our iManage Cloud service delivers a secure, high-performing, and high-availability cloud experience, we want to provide you with an open line of communication to keep you informed in the event of any type of data center service interruption. By following our data center notifications in iManage Help Center, you automatically receive status notifications by email in the event of scheduled or unscheduled service interruptions related to the iManage Cloud and iManage Share data centers. For more information regarding how you can receive these notifications, click the following links according to your iManage Cloud and iManage Share data center location.

iManage Cloud Data Centers

- Australia: [Welcome to iManage Cloud Australia Data Center Alerts](#)
- Brazil: [Welcome to iManage Cloud Brazil Data Center Alerts](#)
- Canada: [Welcome to iManage Cloud Canada Data Center Alerts](#)
- Germany: [Welcome to iManage Cloud Germany Data Center Alerts](#)
- Singapore: [Welcome to iManage Cloud Singapore Data Center Alerts](#)
- UK: [Welcome to iManage Cloud UK Data Center Alerts](#)
- US: [Welcome to iManage Cloud US Data Center Alerts](#)

iManage Share Data Centers

- APAC: [iManage Share APAC Data Center](#)
- Europe: [iManage Share EU Data Center](#)
- UK: [iManage Share UK Data Center](#)
- US: [iManage Share US Data Center](#)

If you need to verify your organization's data center location, please contact iManage Support.

How do I stay current with product releases and support updates?

Help Center provides you the option to subscribe to various sections and content by using the **Follow** feature. Follow to stay current with updates published in Help Center, for example, new Cloud Service Updates and product releases, iManage Support news, and community posts. Receive email notifications when new content is added including new articles, posts, and comments.

For more information regarding subscribing to content in Help Center including a list of suggested sections to follow, see [Follow for updates - Stay on top of new information in Help Center](#).

How do I access documentation, releases, and knowledge articles?

Get the latest documentation, releases, and support announcements in iManage Help Center.

Releases

Follow the [iManage Cloud Service Updates](#) section to receive information regarding Service Updates for all iManage Cloud solutions.

In addition, find your client application release downloads categorized by the iManage product suites in Help Center. Visit the following release areas to find and download the client applications you need:

- [iManage Work Releases](#)
- [iManage Share Releases](#)
- [iManage Records Manager Releases](#)

Knowledge Base

Whether you are just getting started or supporting an existing deployment, browse or search our [Knowledge Base](#) for the solutions and information you need—starting with the [iManage Cloud Technotes](#) section.

Community

Interact with customers, partners, and iManage staff in the [iManage Cloud community forum](#).

News & Highlights

Follow the [iManage Cloud Service Updates](#) section to receive information regarding Service Updates for all iManage Cloud solutions.

Follow our [announcements](#) for the latest support news and new resource notifications.

Podcasts & Videos

Follow the [iManage Cloud Service Updates](#) section to receive information regarding Service Updates for all iManage Cloud solutions.

Follow our [announcements](#) for the latest support news and new resource notifications.

DevSupport

[DevSupport](#) is a service available for assistance with basic questions and troubleshooting related to iManage software development kits (SDK), and it is available to licensed SDK customers and certified iManage partners.

Known Issues Knowledge Base

Find, track the status of, and learn background details about reported product issues in the new [Known Issues](#) area of Help Center.

The Known Issues Knowledge Base allows you to follow an issue as it moves through its complete life cycle from being reported to being resolved or closed.

Can iManage Cloud Support assist me with questions unrelated to product support?

The primary function of the iManage Cloud Support team is to work with you to help identify, troubleshoot, and resolve product issues you encounter.

For assistance with other services such as project-related activities or product training, contact iManage Cloud Support or the following individuals so we can connect you with the appropriate resource:

- Your Cloud Services Manager
- Your iManage Account Executive