iManage Support FAQ

The mission of iManage Support is simple—deliver the responsive help and high-quality product information you need to manage your iManage systems and support your users.

We understand the importance of iManage 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 Support is here to help. This guide provides the key information you need to contact and work with iManage Support.

If you have a question about iManage Support that is not addressed below, please contact us at support@imanage.com.

Frequently asked questions

How do I register for an iManage Help Center account? 2

How do I contact iManage Support? 3

How do I contact iManage Support after hours? 4

Who may submit requests to iManage Support? 5

What information is useful when submitting a request? 5

What is the response time once I submit a support request? 6

How do I escalate if I have concerns about the progress of my request? 7

How do I stay current with product releases and support updates? 7

How do I access documentation, releases, and knowledge articles? 8

Can iManage Support assist me with questions unrelated to product support? 10

What is iManage Help Center?

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

- iManage 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 support@imanage.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.

How do I contact iManage Support?

Your access to iManage Support commences on the date of purchase. You can submit a support request by phone, email, or in Help Center. When a solution has been defined, your request history will include the resolution for future reference.

After reviewing the iManage 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 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: +1 (312) 683-9575, Press 2.

Submitting a Request by Email:

To contact iManage Support by email, please send your question or request to one of the following email addresses based on your region. To contact iManage Support by email for assistance with your RAVN solution, please send your question or request to the RAVN email address.

- Americas: support@imanage.com
- APAC: support-apac@imanage.com
- EMEA: support-emea@imanage.com
- RAVN: ravnsupport@imanage.com

Submitting a Request by Online Portal:

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

How do I contact iManage Support after hours?

iManage Support is available after normal business hours to customers with Premium Care. If you have Premium Care you have coverage to contact iManage Support for Priority 1 errors 24x7. See What is the response time once I submit a support request? for more information.

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

1. Use any of the standard contact channels listed in the How do I contact iManage Support? section.
2. Submit a new support request including all necessary information. See What information is useful when submitting a request? to ensure you include the necessary details with your new support request.

When submitting new support requests by phone after normal business hours, please leave a voicemail message to alert our iManage Support team.

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

1. Use any of the standard contact channels listed in the How do I contact iManage Support? section.
2. Submit a new support request including all necessary information. See What information is useful when submitting a request? to ensure you include the necessary details with your new support request.
3. Include your existing support request number.

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 iManage Support team if assistance is needed after hours.

Who may submit requests to iManage Support?

We allow the following individuals to submit support requests to iManage 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 Support. We require a valid iManage partner agreement for iManage partners to submit support requests to iManage 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 iManage Help Center for download and usage instructions.

What is the response time once I submit a support request?

Our phone, email, and in 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 priority of the request and your level of care: Standard Care (9x5), or Premium Care (24x7). We understand the mission-critical nature of iManage to your business and our support staff works diligently to far exceed (RTO).

Premium Care 24x7

iManage Support is available during normal business hours. In addition, customers with Premium Care have access to support assistance 24 hours a day, 7 days a week, 365 days a year for Priority 1 support requests.

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.

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 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 iManage Support management team directly with your concerns:

- Chris RuBert (chris.rubert@imanage.com), Head of Global Support
- John Conrad (john.conrad@imanage.com), Support Manager (US)
- Ashley Lobb (ashley.lobb@imanage.com), Sr. Support Manager (EMEA & APAC)
- John Fenley (john.fenley@imanage.com), Director of Customer Care
- Scott Butwina (scott.butwina@imanage.com), Customer Care Manager (Server)
- Jason Buehner (jason.buehner@imanage.com), Customer Care Manager (Email and Mobility)
- Lindsey Bainter (lindsey.bainter@imanage.com), Customer Care Lead (Clients)
- Sean O'Brien (sean.obrien@imanage.com), Customer Care Manager (iManage Govern)

Please provide your support request number and the nature of the request in the email.

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 product releases, iManage Support news, and community posts. Receive email notifications when new content is added including new articles, posts, and comments.

Review the sections found in our Announcements area in iManage Help Center and follow these sections according to your interests. For example, follow the Release

Announcements section to receive email notifications when we publish new releases, patch releases, and upcoming release information.

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

Find product release downloads categorized by the iManage product suites in Help Center. Visit the following release areas in iManage Help Center to find and download the product releases you need:

- iManage Work Releases
- iManage Share Releases
- iManage Govern Releases
- iManage Insight 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.

Community

Interact with customers, partners, and iManage staff in the iManage Community forums.

News & Highlights

Follow our announcements for the latest support news, new releases and resources, and technical updates.

Podcasts & Videos

Subscribe to our support podcast and view our videos to get insightful information and high value content directly from our product experts.

To learn about Help Center features such as searching, participating in community discussions, and subscribing to content and announcements to receive update notifications, see Using Help Center.

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. Click Follow at the top of a known issue article page to receive update notifications by email when the status changes or when new details are available for an issue.

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

The primary function of the iManage 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 Support or your iManage Account Executive so we can connect you with the appropriate resource.