Support for Emergency Issues

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Question

How can I contact R1Soft Server Backup Support regarding an emergency issue?

System Down Emergencies

1. Please create a case in the Customer Support Portal at https://connectwise20.my.site.com/R1Soft/login.
2. Set the case priority accordingly to ensure the quickest response from our team.

- System Down Emergency = The product will not run, none of its features can be utilized OR A critical restore is unsuccessful, but the hardware/software is properly configured and the user has previously had success with the same type of restore in the past.

Technical Support is available 24 hours a day, 7 days per week via the Customer Support Portal https://connectwise20.my.site.com/R1Soft/login. Response times are based on the priority of the issue reported.

Live Chat Tech Support (https://direct.lc.chat/4867981/) is available from 8AM - 6PM CST/CDT (GMT-6) Monday - Friday.

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