

# Support for Emergency Issues

## Support for Emergency Issues

### Question

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

#### System Down Emergencies

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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.

### Related Articles

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