

6. User Support

All our Managed Hosting packages include Tech Support, but User Support is considered an Add-On service. Here's a breakdown of the differences and what you can expect from each type of support and how to get Tech Support if you need it.

User Support vs. Tech Support

User Support focuses on helping you with general usage questions and issues related to the everyday use of our services. This is usually information you can find in the documentation of each platform, but you don't want to spend time on trying to figure out things and want our expertise for it so that you focus on your everyday tasks and don't waste time in technical tasks. It typically includes:

- Assistance with navigating the user interface.
- Guidance on using specific features or tools.
- Help with account-related questions, such as billing or login issues.

Examples of User Support:

- How do I change my password?
- How do I add a new app on my Nextcloud instance?
- How can I make audio calls in Mattermost?

Tech Support is more specialized and deals with technical issues that might affect the functionality of our services. This support includes:

- Troubleshooting technical problems or errors.
- Downtime related issues.
- Addressing performance concerns.

Examples of Tech Support:

- Resolving errors that do not allow you to access your instance.
- Fixing issues with data syncing.
- Help with troubleshooting performance problems.

How to Get User Support

User support is available as an Add-On service and can be requested separately from our standard tech support. To get started with User Support, follow these steps:

1. **Submit a Request:**

- Visit [this page](#) and fill in the form.
- Provide details about the kind of user support you need, including any relevant screenshots or error messages.

2. **Review and Estimate:**

- After submitting your request, our support team will review the details and provide an estimate of the time required to address your issue.

3. **Additional Time and Costs:**

- This Add-On service requires additional time from our support team and is billed separately from the standard tech support included in all packages.

4. **Payment:**

- You will receive an invoice for the User Support service.
- Proceed with payment using one of the [methods listed here](#).

5. **Completion:**

- Once payment is confirmed, our team will start addressing your support request.
- We will notify you when your issue has been resolved.

Pricing

The cost for User Support is based on the time and complexity of the support required. The cost per working hour is 75Eur/hour.

If you have any questions or need further assistance, feel free to contact us through our support portal.

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