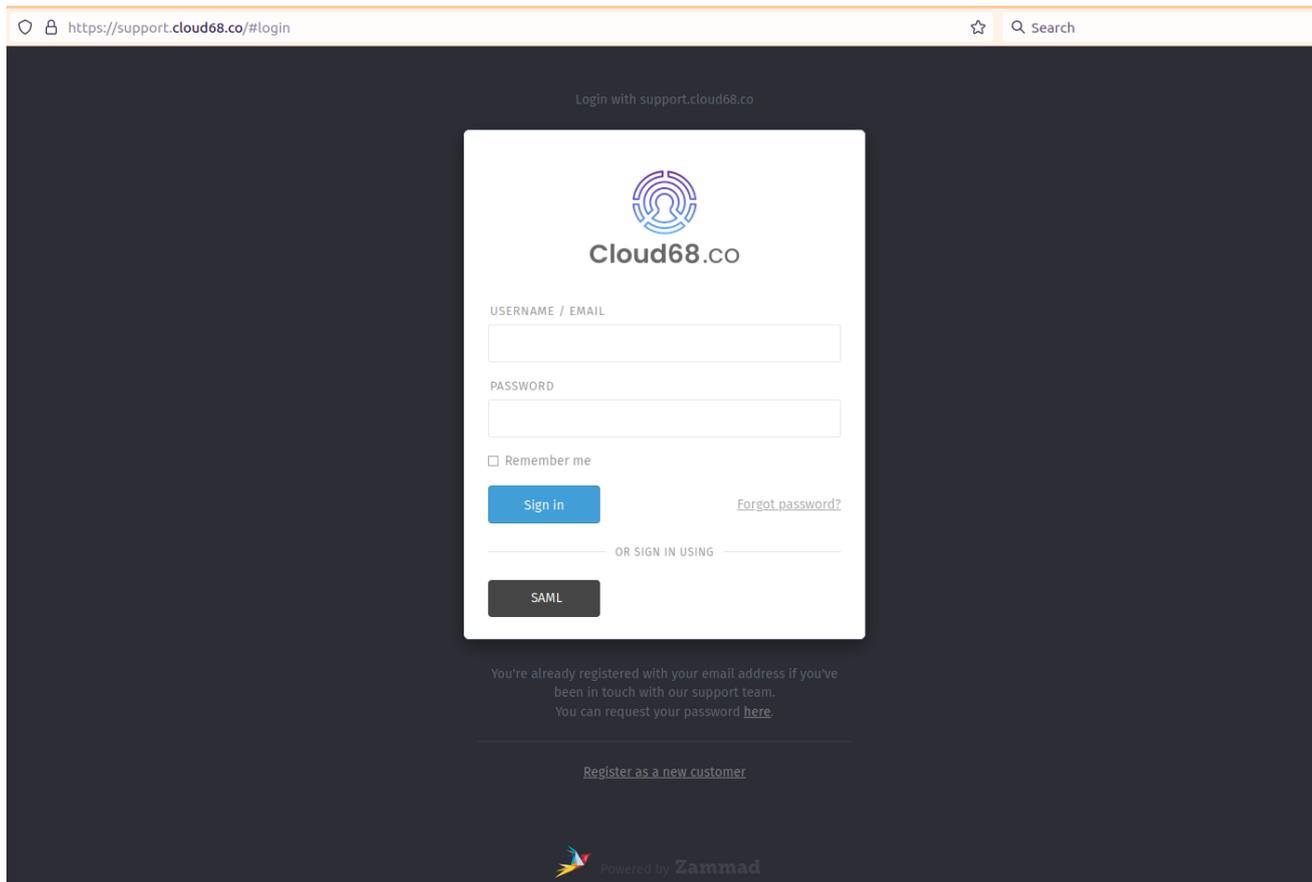


FAQs: Tech support

All your questions about the way we offer tech and user support answered.

- [How can I ask for tech support?](#)
- [Using `support.cloud68.co`](#)
- [What are your support days and hours?](#)
- [Scheduled maintenance](#)
- [Service not available](#)

How can I ask for tech support?



https://support.cloud68.co/#login

Login with support.cloud68.co


Cloud68.co

USERNAME / EMAIL

PASSWORD

Remember me

Sign in [Forgot password?](#)

OR SIGN IN USING

SAML

You're already registered with your email address if you've been in touch with our support team. You can request your password [here](#).

[Register as a new customer](#)

Powered by  Zammad

Our main communication channel for paying Subscribers is support.cloud68.co. On-boarded Subscribers can also contact our team by using support@cloud68.co, which will open automatically a support ticket for you.

Do you offer support via phone?

Our team members are millennials and [GenZ members](#) and are not used to use 'the phone'. We use BigBlueButton (open source software of course) for video calls to offer tech support. It's just like using 'the phone', but better. Everyone on a Subscription plan can easily schedule a call to reach our tech and user support team by visiting cloud68.co/schedule-a-call.

What about tech support via Twitter/Mastodon?

Sometimes we also answer questions on our social media channels, but it's is not guaranteed that we will answer there as quickly as if you contacted us at our primary support channels. Just a reminder that our Twitter account is [@Cloud68HQ](#).

Using support.cloud68.co

We offer technical support to our Subscribers based on the packages they have.

Starter packages: standard support

Medium+ packages: priority support

Who has access to your support system?

If you are a subscriber of ours you can access our support system by requesting a username and a password at [support \(a\) cloud68.co](mailto:support@cloud68.co).

If you have a username and a password

In this case visit support.cloud68.co and get access with your credentials.

When do you offer support?

Our support team is active from Monday to Friday from 9.00 - 17.00 [CEST](#).

What are your support days and hours?

Our friendly tech support team is available from Monday to Friday 9.00 - 17.00 [CET/CEST timezone](#).

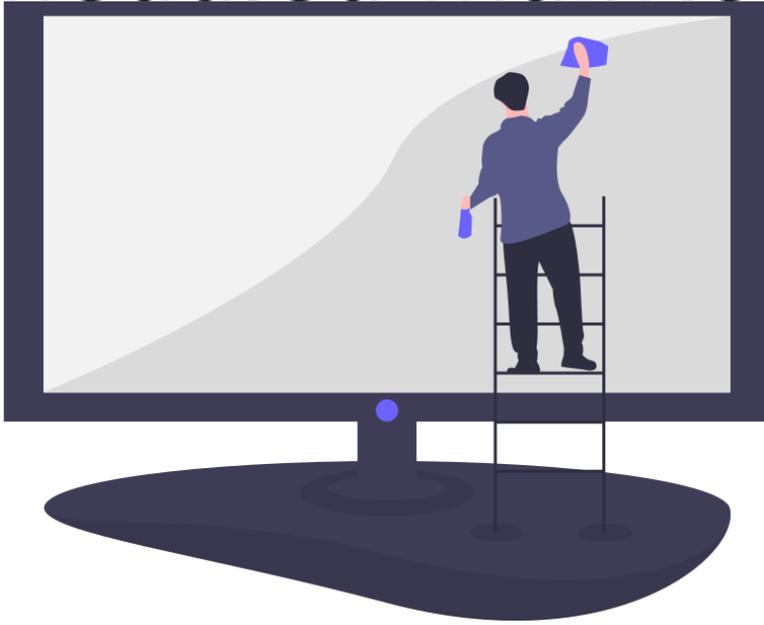
Official holidays and unavailability

Below are the days that our team is **not expected** to offer tech support, except in high priority situations:

- January 1st
- January 2nd
- March 14th
- May 1st
- August 15th
- November 28th
- December 24th
- December 25th
- December 31st

Important note: this dates refer only to daily operations. Our team monitors our and your infrastructure around the clock to make sure everything is up and running and most importantly secure.

Scheduled maintenance



For scheduled maintenance

to your instance the main contact person responsible for the Subscription package will be notified by email (at least). We usually work on planned instance updates on weekends (Saturday to be more specific), unless there is a request from one of our Subscribers to act differently.

In certain cases and where applicable we will make sure to also add a notification notice (see below) for the day and time that the scheduled maintenance will be implemented.

Projects

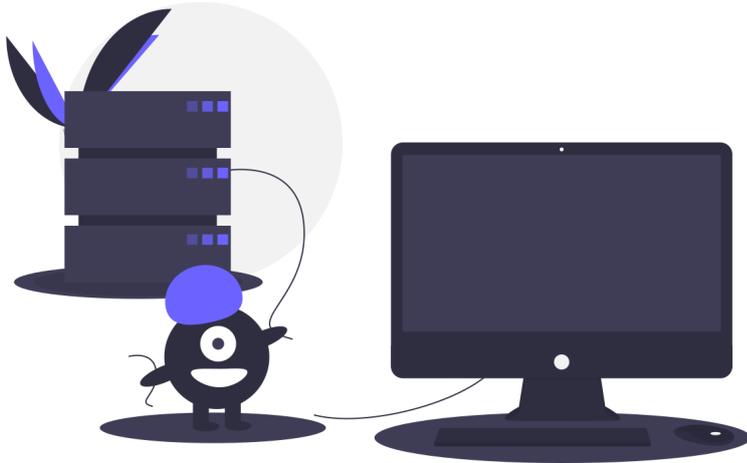
New project

Your projects 8 Starred projects 1 **Explore projects** Deleted projects 0 Filter by name... Name

All **Most stars** Trending Visibility: Any

 editoria / editoria MIT License	★ 15 🗨 9	Updated 3 days ago
 pubsweet / pubsweet MIT License Getting started with PubSweet	★ 12 🗨 8	Updated 2 weeks ago
 XSweet / XSweet MIT License A set of XSLT 2.0 stylesheets for extraction and refinement of data from MS Office Open XML ...	★ 9 🗨 4	Updated 1 month ago
 xpub / xpub-collabra MIT License PubSweet-based journal platforms and components.	★ 8 🗨 4	Updated 2 months ago
 micropublication / micropublication MIT License	★ 6 🗨 5	Updated 1 week ago

Service not available



In case of unplanned disruption of

service we will notify our Subscribers using the following methods:

1. **email** directed to the main contact person responsible for the Subscription;
2. **Mastodon** announcement fosstodon.org/web/accounts/234260;
3. **Twitter** announcement from our official account: twitter.com/Cloud68HQ.