

Support

Here is a list of options for contacting us or for requesting our direct support.

Google Groups & Mailing list

- The easiest way of contacting us is through [public forum and mailing list on Google Groups](#) where you can ask for free. But there is no response time guaranteed. For how to use the Google groups, please see the [official howto](#).

Contact form & Quotes

- With non-public requests, like ad-hoc support, contract offerings and such, please use our [contact form](#).

Public ticketing and bug tracking system

- All product development, feature requests and bugs are managed publicly in our [CzechIdM Redmine ticket management system](#).

Ad-hoc consultation

- If you did not buy a product support, you can still order an ad-hoc support when you need it. Ad-hoc support is billed by hour. Please see the [pricing options](#). Contact us through the contact form.

Packages and support options

- For packages and their included support options, please see [our product webpage](#). If you have bought the CzechIdM, all contact options (and their SLAs) are also mentioned in your license agreement.

From:
<https://wiki.czechidm.com/> - IdStory Identity Manager

Permanent link:
<https://wiki.czechidm.com/support>

Last update: **2017/11/04 11:19**

