



Welcome to Entrust nShield as a Service Technical Support



ENTRUST
SECURING A WORLD IN MOTION

Welcome pack

A guide to using Entrust nShield as a Service technical support services

Our global technical support team is committed to providing a world class service, with expert support engineers available to answer your technical queries and to help resolve any technical issues related to nShield as a Service.

This welcome pack will help you to understand how to access the range of support services available as part of your support package and ensure you get maximum value from Entrust nShield as a Service support.

What is in the welcome pack

GETTING STARTED

This guide is intended to get you up and running with Entrust nShield as a Service support services as quickly and simply as possible. It will help you to understand the different contact methods to use to raise a technical query.

You will also find a description of the features included in our nShield as a Service support package, which has been designed to meet the needs of the critical systems within your organization.



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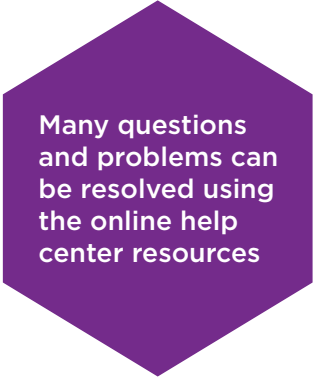
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How to use Entrust nShield as a Service technical support services

How to contact us

There are three methods you can use to contact Entrust technical support to log a query:

1. Logging into the Entrust help center
2. Calling Entrust nShield technical support – (see the technical support section of this guide for contact information)
3. Emailing Entrust nShield technical support



Many questions and problems can be resolved using the online help center resources

The help center

The Entrust nShield technical support help center can be accessed from the following link:

nshieldsupport.entrust.com

Gaining access to this site requires an active support contract

The Entrust nShield help center offers the following benefits:

- **Available 24x7:** The Entrust help center is an easy to use self-service portal that provides unlimited access to a wealth of information via the web 24x7
- **Search the Entrust nShield knowledge base:** Through our comprehensive search capability, the help center offers a knowledge base with valuable troubleshooting advice, how-to articles, and best practices
- **Subscribe to product notifications and alerts:** The Entrust help center offers a subscription feature that provides notifications of new software releases, product updates, security alerts, and other important support-related news

Once you have a registered account for the help center, to subscribe for updates, you simply select the product group you would like to be notified about.

Many questions and problems can be resolved using the help center resources such as product documentation, product release notes, security alerts, and bug information.

How to access the help center

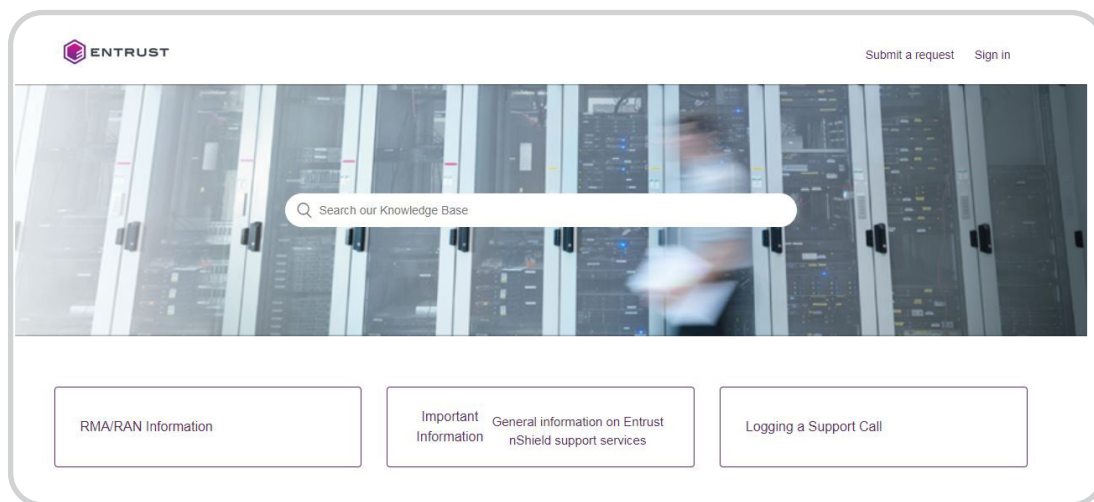
Request login credentials

Before you can access all of the help center articles or submit support requests you must have an account with Entrust.

Anyone with a current valid support contract can get an account.

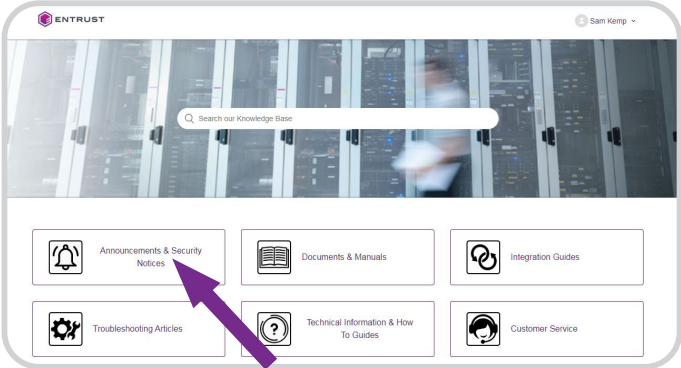
Either email the Entrust support team at nshield.support@entrust.com or phone using the contact numbers from the How to contact us section in this welcome pack.

If you already have an account but don't know your password, you can click the "forgot my password" link to reset your access to the site.

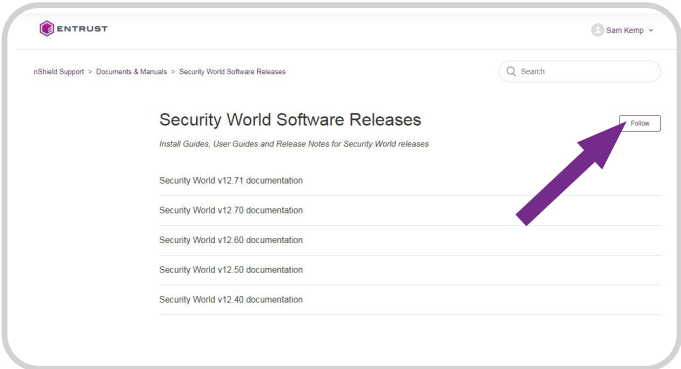


How to subscribe to notifications and alerts

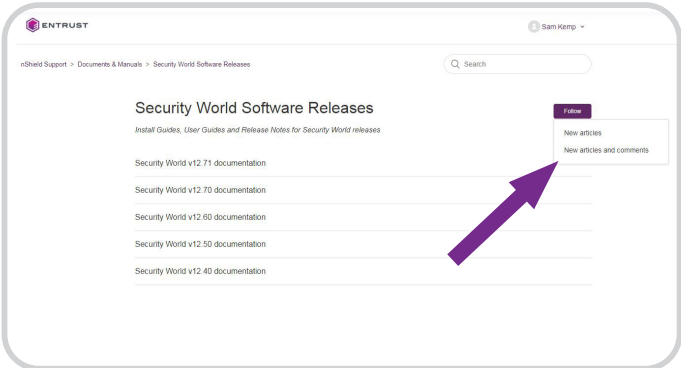
1. Select the topic of interest



2. Click on “follow”



3. Select the “new articles” option

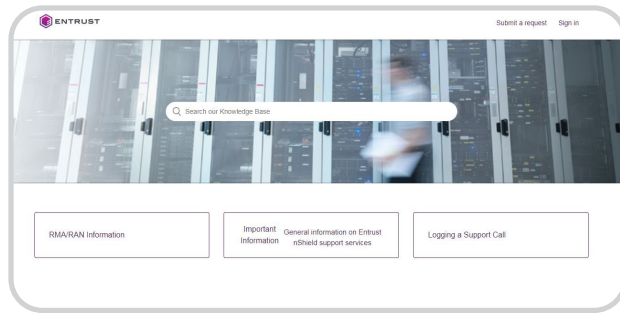


How to contact Entrust technical support

By the help center

You can raise a support ticket through our help center. Simply log in and click on the “submit a request” button in the top navigation menu.

nshieldsupport.entrust.com



When reporting a problem we strongly recommend that you provide as much information as possible so that our support engineers can quickly begin the troubleshooting process.

By email

If you wish to contact us by email, our email address is:

nshield.support@entrust.com

When we receive your email a ticket will be logged and an Entrust support engineer will contact you within the targeted time of your support contract.

Email is monitored during normal business hours.

By phone

You can also contact us by telephone, using the following numbers.

PLEASE NOTE: Incoming and outgoing phone calls may be recorded for diagnostic, quality, and training purposes.

EMEA
8:30 am-5 pm (GMT) **+44 1223 622444**

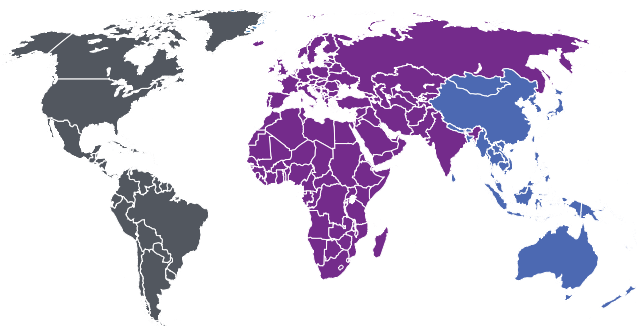
APAC
9 am-5 pm (Hong Kong) **+852 3008 3188**

Australia **+61 8 9126 9070**

Japan **+81 50 3196 4994**

AMERICAS
9 am-9 pm (GMT-5) **+1 (833) 425-1990**

Brazil **+55 11 3230 5205**



What happens when you log a support ticket?



You will receive an email confirming your ticket reference number.



The ticket will be assigned to one of our knowledgeable technical support engineers, who will contact you to discuss the issue and plan the first steps toward reaching a resolution.



As the investigation into your issue progresses, we'll keep you updated on a regular basis. You can also check the current status of the ticket via our help center.

Anticipating our questions

We may need to ask you for some of the following information to help us find a resolution to your issue:

- Contract number or serial number
- A description of the fault and the circumstances in which it occurs
- Information on the supported software (if applicable) e.g., version, license number, environment, etc.
- Diagnostic information (e.g., logs/debug/trace files/core dumps)
- An assessment of the severity of the fault in terms of the operational impact on your organization (please refer to the table overleaf)



How do we handle your ticket?

We prioritize the ticket based on the severity of the impact on your environment and the service level you have purchased. Please refer to the following table when logging a support ticket through the help center.

TICKET SEVERITY	DEFINITION	RESULT
Severity 1	Urgent: Severe problem preventing customer from performing critical business functions	<ol style="list-style-type: none"> 1. Production system crash or hang 2. Production data corruption (data loss, data unavailable) 3. Production systems significantly impacted, such as severe performance degradation 4. Production system and/or data is at high risk of potential loss or interruption 5. Production system work-around is required immediately
Severity 2	High: Customer or workgroup able to perform job function, but performance of job function degraded or severely limited	<ol style="list-style-type: none"> 1. Production system adversely impacted 2. Non-production data corruption (data loss, data unavailable) 3. Non-production system crash or hang 4. Non-production system and/or data are at high risk of potential loss or interruption 5. Non-production system work-around is required immediately 6. Development system(s) is inoperative
Severity 3	Normal: Customer or workgroup performance of job function is largely unaffected	<ol style="list-style-type: none"> 1. Production or development system has encountered a non-critical problem or defect 2. Questions on product use
Severity 4	Low: Minimal system impact; includes feature requests and other non-critical questions	Question/Request for Information/Administration Queries

How to use Entrust nShield technical support services

	PREMIUM PLUS
Phone support 24 × 7 × 365	✓
Phone support during regional business hours*	✓
Log requests via help center and email support (regional business hours)	✓
Maximum 4 hour response to initial query	✓
Access to knowledge articles, product announcements, and information via help center	✓
Firmware and software updates	✓
Hot fix for firmware and software issues, if available	✓

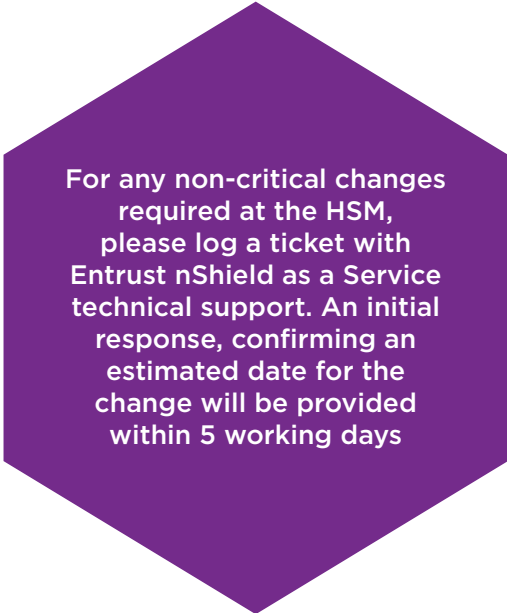
*See section [How to contact Entrust nShield technical support](#)

Premium Plus

- 24/7 access to our expert technical support via web portal, phone, and email
- Initial response within 4 hours
- Critical incident management process, to handle mission critical technical issues
- Hot fixes for software and firmware issues
- Access to the help center and knowledgebase
- Software, firmware, and documentation updates
- Priority escalation handling

Our Premium Plus support package provides our highest level of 24x7 technical support. It is designed for organizations who cannot allow their business to be impacted by extended outages within their critical live environment.

Premium Plus support includes access to our highly skilled team of technical support engineers, 24 hours a day, 365 days a year (by phone only at weekends and public holidays).



For any non-critical changes required at the HSM, please log a ticket with Entrust nShield as a Service technical support. An initial response, confirming an estimated date for the change will be provided within 5 working days

To find out more about
Entrust nShield HSMs

HSMinfo@entrust.com

entrust.com/HSM

ABOUT ENTRUST CORPORATION

Entrust keeps the world moving safely by enabling trusted identities, payments and data protection. Today more than ever, people demand seamless, secure experiences, whether they're crossing borders, making a purchase, accessing e-government services, or logging into corporate networks. Entrust offers an unmatched breadth of digital security and credential issuance solutions at the very heart of all these interactions. With more than 2,500 colleagues, a network of global partners, and customers in over 150 countries, it's no wonder the world's most entrusted organizations trust us.

Learn more at
entrust.com



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International Phone: +1 952 933 1223