

supportportal.thalesgroup.com

THALES

Welcome to Thales Customer Support



Welcome Pack

A Guide to Thales Client Services

Thales Client Services is comprised of our global Technical Support and Customer Service teams. We are committed to providing world-class customer service, with expert support engineers available to answer your technical queries and help resolve any technical issues related to your product.

This Welcome Pack will help you understand how to access the range of services available as part of your support package and ensure you get maximum value from Thales Client Services.



What is in the Welcome Pack

Getting Started

This guide is intended to get you up and running with Thales Support Services as quickly and simply as possible.

It will help you to understand the different contact methods to use to raise a technical or customer service query.

You will also find a description of the features included in each of our support packages, which have been designed to meet the needs of the critical systems within your organization.

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How to use Thales Technical Support

How to contact us

You can use one of the following methods to contact Thales Support:

1. **Support Portal**—Log in to the Thales Support Portal to open a case at: <https://supportportal.thalesgroup.com>
2. **Phone**—Call a Thales Technical Support Center. See the “How to contact Thales Support” section of this guide for contact information.



MANY QUESTIONS AND PROBLEMS CAN BE RESOLVED USING THE ONLINE SUPPORT PORTAL RESOURCES

Thales Support Portal

The Thales Support Portal is an easy-to-use self-service portal that provides access to a wealth of support information and product content via the web 24x7.

Thales Support Portal URL: <https://supportportal.thalesgroup.com>

Your Thales Support Portal experience includes the following:

- **Knowledge Center**—Resources to help you find information and software downloads quickly and easily.
- **Security Center**—Stay on top of the latest security alerts affecting your products.
- **Dedicated Product Pages**—Customized access to downloads, articles, security bulletins, and more.
- **Virtual Agent**—Conversational chatbot that provides user assistance through automated conversations.
- **Support Essentials**—Your source for support contacts, support plan information, and additional support services.
- **Portal Help**—Find help on using the Portal, such as search, navigation, and case management.

You can use the Thales Support Portal without registering but access will be limited to ‘public’ content, which means you could miss out on some important updates for your products. For full access, you must create a Thales Support Portal account and have an active support plan for your products.

Here are just some of the additional benefits that come with creating a Thales Support Portal account:

- **My Cases**—Create, track, and manage your support cases online.
- **My Products**—Customized access to content for the products you own.
- **My Subscriptions**—Subscribe to email notification of product updates.
- **My Account**—Manage your user profile and communication preferences.
- **My Messages**—View and respond to Portal messages, such as Proposed Case Solutions and Pending Surveys.

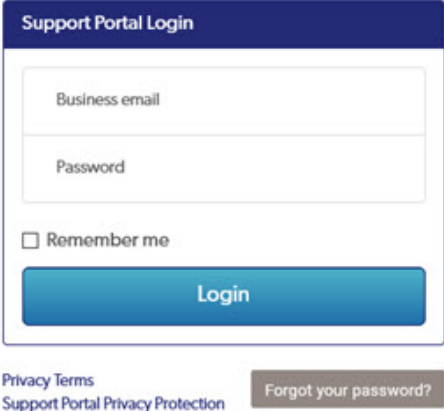
How to access the Thales Support Portal

Request login credentials

Before you can open a support case or access all of the Thales Support Portal content, your organization must have a customer account with Thales and be assigned a unique code called the Thales Customer Identifier.




When you become a Thales customer, you are sent a Welcome email that contains your Thales Customer Identifier. If you cannot locate this code, you can still request registration by using one of several registration options. See "Registering for a Support Portal Account" for more information.

If you already have a Thales Support Portal account but can't remember your password, you can use the Forgot your password? button on the Login page to reset your access to the site.



THALES Customer Support Portal Registration

Choose an option to register:

-  **I HAVE MY THALES CUSTOMER IDENTIFIER**
If you have your organization's unique Thales Customer Identifier code, use this option to get registered quickly.
-  **ADD ME TO AN EXISTING ACCOUNT**
If you don't have your Thales Customer Identifier but know the email of someone at your company who has already registered, select this option.
-  **I NEED HELP WITH REGISTRATION**
If you're not able to register with the first two options, then we can help.

1.

Log into the Thales Support Portal

The screenshot shows the 'Support Portal Login' interface. It features a dark blue header with the text 'Support Portal Login'. Below the header are two input fields: 'Business email' and 'Password'. Underneath these fields is a checkbox labeled 'Remember me'. A prominent blue 'Login' button is positioned below the checkbox. At the bottom of the form, there are two links: 'Privacy Terms' and 'Support Portal Privacy Protection', and a button labeled 'Forgot your password?'.

2.

Click My Subscriptions

The screenshot displays a 'My Links' menu with a teal header. The menu items are listed below the header, each accompanied by a small icon: 'My Cases' (list icon), 'My Products' (grid icon), 'My Account' (person icon), 'My Messages' (envelope icon), 'My Subscriptions' (calendar icon), 'My Support Plans' (gear icon), and 'My Surveys' (document icon).

3.

Select a subscription type.

The screenshot shows a horizontal navigation bar with four tabs: 'All New Articles', 'Security Bulletins', 'Product News', and 'Knowledge Articles'. The 'All New Articles' tab is currently selected and highlighted in a darker grey.

4.

Select the notification frequency for each product

The screenshot shows the 'Product Subscriptions' page. At the top, there is a dark grey header with a mail icon and the text 'Product Subscriptions'. Below the header is a navigation bar with four tabs: 'All New Articles', 'Security Bulletins', 'Product News', and 'Knowledge Articles'. The 'Product News' tab is selected. The main content area displays two subscription entries. The first entry is 'payShield 9000' with notification frequency options: 'Daily', 'Weekly', 'Monthly', and 'None'. The 'Monthly' option is selected. The second entry is 'payShield Manager' with notification frequency options: 'Daily', 'Weekly', 'Monthly', and 'None'. The 'Weekly' option is selected.

How to contact Thales Support

By the Thales Support Portal

You can open a support case through our Portal. Simply log in and click the Create Case link on the top navigation menu.

<https://supportportal.thalesgroup.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 Phone

You can also contact us by phone using the following numbers.

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

For additional contact options, please refer to:
https://supportportal.thalesgroup.com/csm?id=support_essentials

For customers on Standard Support, phone support is available Monday - Friday, excluding holidays, during the following hours:

AMER - 9am to 9pm (EST)

APAC - 6am to 7:30pm (IST)

EMEA - 9am to 5:30pm (GMT)

Enhanced or Premier customers receive phone support for all cases 24 hours Monday-Friday, and support for Critical cases on Saturday and Sunday.

EMEA

Netherlands 0800-022-2996	Sweden 020-791-028
Portugal 800-863-499	Switzerland 0800-564-849
Spain 900-938-717	United Kingdom 0800-056-3158

APAC

Australia 61-2-8320-1052 1-800.020.183
Hong Kong 800-900-183
India 000-800-919-0502
New Zealand 0800-440-359
Singapore 800-302-029

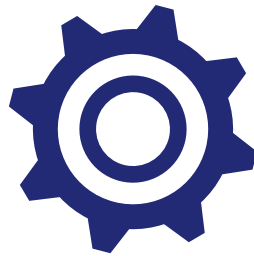
AMER

United States 800-545-6608

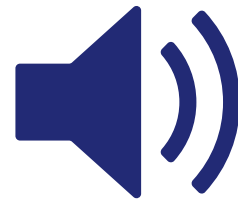
What happens when you open a support case?



You will receive an email confirming your case reference number.



The case will be assigned to one of our knowledgeable Technical Support Engineers, who will contact you to discuss the issue and plan the first steps towards 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 case via the My Cases page in the Thales Support Portal.

Anticipating our questions

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

- Serial number
- A description of the fault and the circumstances in which it occurs
- Information on the supported software or hardware unit (if applicable), such as 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 following table)

How we handle your case

We prioritize the case based on the severity of the impact on your environment and the service level you have purchased. Please refer to the following table when opening a support case through the Thales Support Portal.

Case Severity	Definition	Result
Severity 1	Critical: Issues are defined to be those that preclude the use of significant functionality of the product(s) in live operations, and for which no reasonable workaround exists.	<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 workaround is required immediately.
Severity 2	High: Issues are defined to be those problems that are time sensitive and have a high degree of impact on the use of material functionality of the product(s) in live operations.	<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 workaround is required immediately. 6. Development system(s) is inoperative.
Severity 3	Medium: Issues are defined as those problems that preclude the use of significant functionality of the product(s) in live operations, but for which there is a reasonable workaround.	<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: Issues are defined as having minimal system impact; includes feature requests and other non-critical questions.	Question / Request for Information /Administration Queries

What is included in your Support Plan?

	Premier Plan	Enhanced Plan	Standard Plan	Original Warranty
Plan Term	1 Year, Renewable	1 Year, Renewable	1 Year, Renewable	1 year
Hours of Coverage	24 x 7 x 365 coverage	24 x 7 x 365 coverage	8 x 5 regional business hours only*	8 x 5 regional business hours only*
Case First Response Target	Critical - 30 minutes High - 4 hours** Medium/Low - 8 business hours	Critical - 1 hour High - 4 hours** Medium/Low - 8 business hours	8 Business Hours	24 Hours
Support Resources	Portal and Phone Support	Portal and Phone Support	Portal and Phone Support	Portal Support Only
Additional Support Options	<ul style="list-style-type: none"> Account reporting and management 2 Certification Credits Option to purchase a Named Engineer Program 			
Equipment Replacement *****	Next Business Day advance shipment after RMA and service entitlement****	Next Business Day advance shipment after RMA and service entitlement****	20-business-day replacement (Receipt to Shipment)***	20-business-day replacement (Receipt to Shipment)***
Base Firmware, Minor Updates, & Patches	All updates available at no charge	All updates available at no charge	All updates available at no charge	Not available
Updates for Stand-Alone Software	All updates available at no charge	All updates available at no charge	<ul style="list-style-type: none"> No charge for minor releases Not available for major releases 	Not available

Exclusions and Restrictions

* Regional Business Hours are Monday - Friday, excluding holidays:

AMER - 9am to 9pm (EST)
APAC - 6am to 7:30pm (IST)
EMEA - 9am to 5:30pm (GMT)

** For support on Saturday and Sunday, Critical and High cases must be logged by Phone

*** Equipment not returned within 30 days will be invoiced at list price.

**** Except for costs associated with shipment to the repair facility and any fees, duties, or taxes associated with an international shipment.

***** Return to factory available on select products only. A full list is available from the maintenance renewal team. Non-standard items may be subject to standard lead time (SLT). Items will be shipped via standard overnight service (domestic shipments) or International Priority (international shipments).

***** Software and firmware offerings are applicable to Standard GA/patch software/firmware releases and exclude customized software / firmware releases delivered via a PS engagement.

* See section "How to contact Thales Support"

Premier Support

- Initial response within 4 hours, within 30 minutes for Critical issues
- Critical Incident Management Process, to handle mission critical technical issues
- Hot fixes for software and firmware issues
- Advance Hardware Replacement
- 24x7 access to the Thales Support Portal and Knowledge Base
- Software, firmware, and documentation updates
- Priority escalation handling
- Regular Support Account reporting and management
- Option to purchase a Named Engineer service (contact your Thales Sales Rep for more information)
- Two certification training credits, allowing two of your engineers to attend Thales certification courses and get certified at no additional cost

The Premier Support Plan represents the highest service level that Thales offers. It includes a unique SLA of up to 30 minutes for First Technical Response for Critical issues. It is designed for organizations who cannot allow their business to be impacted by extended outages within their critical live environment.

Premier Support includes access to our highly skilled team of technical support engineers—24 hours a day, 365 days a year - and our Advance Replacement service. Once the fault is confirmed this service dispatches a replacement device by the end of the next business day, without the need to return the faulty hardware first.

Advance Replacement Please note that a replacement unit always contains the most up to date software, while your existing unit may contain a different version. This means that you may be required to make adjustments in order to operate the replacement unit. Should you require a different software version to be loaded onto your replacement unit, then please alert us in advance.

At the time of RMA shipment, you will be invoiced at the current list price, and either the defective unit or payment will be due within 30 days. Failed hardware submitted for replacement must be returned at your cost, including any taxes and duties, within thirty (30) calendar days of delivery date of the replacement product. Thales reserves the right to charge the list price for any hardware not returned to Thales within this time period.

In addition, when buying the Premier Support package, your organization is entitled to 2 training credits so two of your engineers can register and attend the Thales Technical Certification program at no additional cost (contact your Thales Sales Rep for registration information). This plan also provides the option to purchase a Named Engineer service.



Enhanced Support

- First Technical Response within 1 hour for Critical issues and 4-hour response time for High priority issues.
- Critical Incident Management Process to handle mission-critical technical issues
- 24x7 access to the Thales Support Portal and Knowledge Base
- Free advance replacement option, with priority shipment on the next business day. The exchanged hardware product is shipped from an authorized Thales location.
- Free electronic access to all update releases of base firmware or software originally provided with the hardware product and of Thales stand-alone software-based security products
- Hot fixes for software and firmware issues
- Priority escalation handling

Our Enhanced Support package provides 24x7 technical support. It is designed for organizations who don't want to allow their business to be impacted by extended outages within their critical live environment.

Enhanced Support includes access to our highly skilled team of technical support engineers—24 hours a day, 365 days a year - and our Advance Replacement service. Once the fault is confirmed, this service dispatches a replacement device by the end of the next business day, without the need to return the faulty hardware first.

For Advance Replacement, please note that a replacement unit always contains the most up-to-date software, while your existing unit may contain a different version. This means that you may be required to make adjustments in order to operate the replacement unit. Should you require a different software version to be loaded onto your replacement unit, then please alert us in advance.

At the time of an Advanced Replacement RMA shipment, you will be invoiced at the current list price, and either the defective unit or payment will be due within 30 days. Failed hardware submitted for replacement must be returned at your cost, including any taxes and duties, within 30 calendar days of delivery date of the replacement product. Thales reserves the right to charge the list price for any hardware not returned to Thales within this time period.

Standard Support

- Online and phone support during normal regional business hours with first technical response within 8 business hours
- 24x7 access to Thales Support Portal and Knowledge Base
- Return-to-the-factory and replacement, with a 20 business day turnaround (shipping charges not included)
- Discounts toward the purchase of major software releases (these are typically identified by an increase in the major version of a release).
- Free update releases of base firmware or software originally provided with the hardware product.
- Free quality and minor release updates for Thales stand-alone software-based security products.

Our Standard Support package provides your organization with the technical support services you may need for a non-critical, development or test environment. It allows you access to our team of technical support engineers, who will endeavor to answer any questions you may have about installing, configuring and maintaining your Thales products.

Hardware Replacement (Standard Package)

We will repair an original hardware unit or provide a replacement following receipt of your report and our acknowledgment that the Product unit has failed. We will then ship the repaired or replacement unit within 20 business days of receipt of the failed unit.

Please note that a replacement unit always contains the most up-to-date software, while your unit may contain a different version. This means that you may be required to make adjustments in order to operate the replacement unit. Should you require a different software version to be loaded onto your replacement unit, please alert us in advance.

What if my product needs replacing?

Product Returns

Is a replacement really necessary?

Before you go to the trouble of swapping a unit out, you will first need to contact our highly experienced Technical Support team to ensure a repair/replacement really is required. To start this process, you can simply open a case in the Thales Support Portal, clearly describing the problem you are having with your product.

Do I have to send my product back to you first?

This depends on the level of support you have opted for:

Premier/Enhanced—We dispatch a replacement by the end of the next business day from one of our hubs.

IN THE EVENT THAT YOU REQUIRE A REPLACEMENT UNIT, OUR GLOBAL RMA TEAM WILL BE THERE TO GUIDE YOU EVERY STEP OF THE WAY

Prepaid Return Labels

To ensure that returning your unit to us is as straightforward as possible, we will send you a prepaid return label. Please note that this service is not available in all countries. Your RMA Specialist will have the latest information when you place your order and will guide you through the process.



OPEN A CASE

Log into the Support Portal and create a case that clearly describes the problem with your device.

A Support Agent will contact you to troubleshoot the issue. If device replacement is required, your case will be assigned to the RMA Team.

WORK WITH RMA TEAM

An RMA Specialist will contact you with return options based on your current product Support Plan, and will confirm shipping details.

You'll receive an email with an RMA Confirmation Number and return instructions for your faulty device. Once your new device ships, we'll email a shipping notice with FedEx tracking information.

SEND US YOUR RETURN

Return your faulty device according to the provided return instructions. Shipments must be prepaid and insured.

THALES REPLACEMENT

You can track shipping progress via phone by dialing your regional Technical Support number and, when prompted, press 1 + Case Number. You can also check the status on the My Cases page in the Support Portal.



Customer Experience

WE HAVE A DEDICATED CUSTOMER EXPERIENCE TEAM SOLELY FOCUSED ON ENSURING THAT YOU RECEIVE THE VERY BEST SERVICE POSSIBLE.

Feedback

At Thales, we have an entire Customer Experience Team solely dedicated to ensuring that you continue to receive the very best service possible.

Our team follows a comprehensive process that ensures all feedback is personally addressed*, responded to, and is shared with the relevant colleagues to ensure a review and that improvement is implemented.

*Excludes customers declining privacy question





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