

TAPIN2 SUPPORT AND SERVICE DESK OVERVIEW

Tapin2 provides a number of resources to help existing customers better understand how to use the Tapin2 platform, provide technical support, and general support. Our goal is to provide you with the tools and knowledge to manage your Tapin2 implementation on your own, but will always be available if you need support.

Tapin2 Support Portal: <https://tapin2support.zendesk.com/hc/en-us>

Customers are first encouraged to use the Tapin2 Support portal which provides a number of articles and training documents on how to use Tapin2

Email Support: support@tapin2.co

Email support should be used for non-critical issues. The inbox is monitored from 8AM ET-10PM ET.

24-hour support number: (310)-956-4469

24-hour support number should be used for time-critical issues.

Standard Support Response Times

Priority Level	Critical (in-event)	Urgent (Day of Event)	Standard (no event)
Initial Response	15 minutes	2 hours	12 hours

For Critical Matters:

To provide you with the best response time for critical issues, please call our 24-hour support hotline. Our mailbox is monitored during normal business hours and there may be a delay in response if reporting issues through email after normal business hours.

For Projects Currently in Implementation:

To best assist our customers, we ask that you please reach out to your Implementation or Project manager for any concerns regarding any current or open project. If you have on-site resources from Tapin2, please coordinate with the on-site team as they will be best positioned to solve any issues or open items and will route requests to the support team as appropriate.

For Account Related Matters:

Please contact your account manager for matters related to billing and/or to learn more about Tapin2 solutions.