

Quick Start Guide

Acronis Personal Products

Step 1. Create an account <https://account.acronis.com/#/signup>

Step 2. Add your product keys <https://account.acronis.com/products>

Available services*:

	Customer Service	Trial Product Support	Standard Support	Subscription Support	Pay Per Incident Support
Terms	Administrative, license/serial number, web navigation, download, or promotional offer inquiries	Valid for the length of trial	During Support Lifecycle	Subscription based	Purchase support for a single incident
Pricing	Free		Free		Priced per incident
Scope of Service	No limit on number of incidents ***	Within trial period	No limit on number of incidents**		1 Incident
Availability	24 x 7	12 x 5	24 x 7		
Support Channel	Email, chat		Email, chat	Email, chat, phone	
First Response Time	Email: 3 Business days; Chat: usually less than 2 minutes		Email: 3 Business days; Chat: usually less than 2 minutes	Email: 1 Business day; Chat, phone: normally less than 2 minutes	
Available support languages	English German, Italian, French Japanese Russian	24x7 Monday – Friday; 8 am - 6 pm (GMT+1) Monday – Friday; 9 am - 6 pm (GMT+9) Monday – Friday; 10 am - 7 pm (GMT+3)	(!) Support is provided in English only out of local business hours		
Self-Service options	Forum http://forum.acronis.com Knowledge Base http://kb.acronis.com User Guides http://www.acronis.com/support/documentation				

* Support current version plus one version back. All other versions are supported via our Knowledge Base and Forum community.

** Within commercially reasonable limits

Contacting Support

To get the quickest solution, be ready to provide us with detailed information about the issue:

<https://kb.acronis.com/contact-support>

Acronis Customer Central: <https://www.acronis.com/en-us/support/>

Privacy Policy

Acronis guarantees that all your personal information and the information gathered from your machine will not be passed to any third parties and will be used only for troubleshooting purposes.

More details: <http://www.acronis.com/company/privacy.html>