Talend Support
User Guide v1.1

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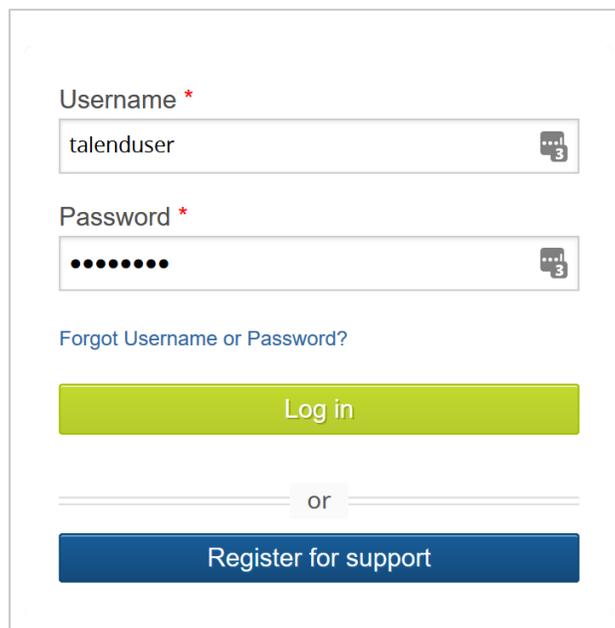
1. Contacting Support

1.1 Accessing the Customer Portal

If you already have an existing Talend Support account, connect to
http://support.talend.com and enter your Talend.com credentials to access the
customer portal.

Login to Talend Customer Portal

Username *

talenduser

Password *

••••••••

Forgot Username or Password?

Log in

or

Register for support

Accessing the Customer Portal requires an existing Talend.com account. Click the
Register for Support link to connect your Talend.com username with your support
license.

You will be asked to provide an account code to link your username with your
support license; if you do not have one, please email customercare@talend.com for
assistance. The account code is located in an email titled "Talend Support Welcome
Message".

If you encounter any issues logging in to the Customer Portal, try logging in to Talend.com to confirm that your username and password are working.

1.2 Contacting Talend Support by Phone

Talend offers toll-free support hotlines in 7 countries. Depending on your service level, you may be eligible to call Talend Support to open cases or request status:

Mission Critical Service Level: Phone assistance is available during local business hours. 24x7x365 support for Severity 1 (production) blockers.

Platinum Service Level: Assistance during local business hours for all severities.

Gold: No phone support is available. Please contact your Customer Success Manager or email customersuccess@talend.com if you're interest in upgrading.

1.3 Regional Support Contact Numbers

Phone support is available in the following regions:

Region	Toll-Free Number	Business Hours
United States	(800) 256-2480	6am to 5pm PST
United Kingdom	+44 8081891333	9am to 7pm CET
France	+33 805080246	9am to 7pm CET
Germany	+49 8001813943	9am to 7pm CET
Singapore	(800) 852-3917	9am to 5pm SGT
Australia	(800) 887-694	9am to 5pm AEST
Japan	+81 345900504	9am to 5pm JST

1.4 The Talend Support Phone System

When calling Talend Support you will be asked to enter a phone number associated with your profile. For an optimal experience, we recommend verifying your contact information before calling our support line; please see Section 2, *Customizing Your Account* for more information.

If your phone number cannot be located, you will be transferred to a customer service specialist for more information. Note that access to an on-call resource cannot be provided during evenings or weekends without a valid Mission Critical license associated to your profile.

1.5 Contacting Support During an Outage

In the event of an outage affecting our customer portal, cases can be created by emailing customercare@talend.com. If you have a Platinum or Mission Critical service level you may also call our support hotlines listed in section 2.1.

2 Customizing Your Account

2.1 Language Settings and Preferred Region

Setting your preferred language and region allows us to better assist you by assigning your support case to the best possible resource. **Please note that all support cases opened by you will be routed based on your preferred region** – it is very important that the correct location has been selected.

To view or change your preferred language and region, click the My Settings tab in the upper left-hand corner:
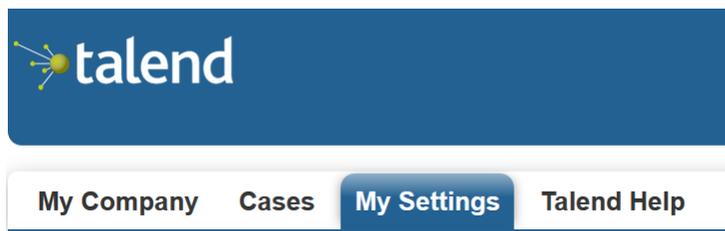
Language: Selecting a preferred language will convert most titles and links in the support portal to the language of your preference (full support is available for English, French, and Japanese only). Whenever you open a new support ticket, Talend will attempt to contact you in your preferred language. *Please note that French and Japanese-language support are subject to availability, and cannot be guaranteed.*

Time Zone: Selecting the correct time zone will ensure that all case comments and updates are displayed accurately for your region.

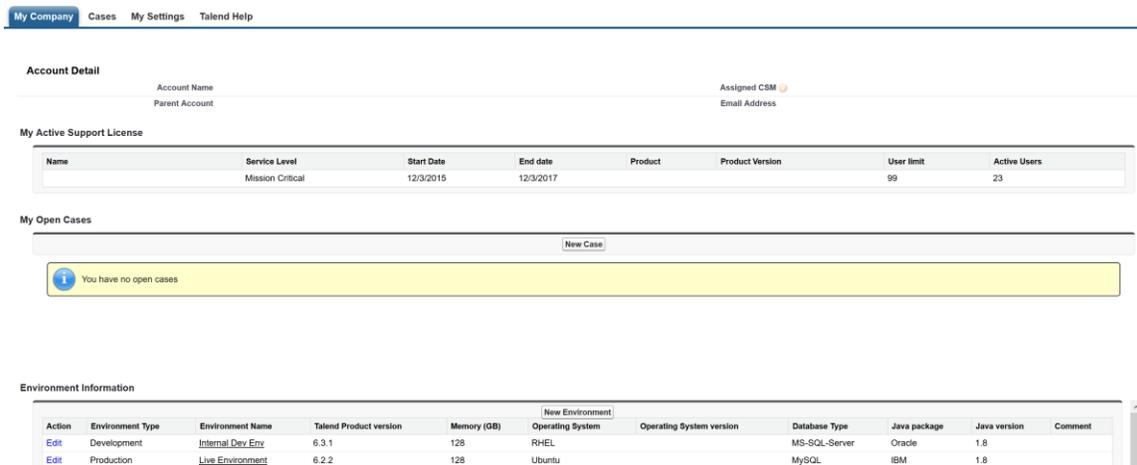### 2.2 Modifying Contact Information

Talend Support highly recommends entering your contact details so that we can reach you with important information about your open support tickets. The phone number listed on your profile is also used for verification when calling Talend Support. Email addresses cannot be modified via the support portal; to change your email address it is recommended that you register for a new Talend.com username, or open a support ticket requesting that your profile be updated.

All contact information is edited from the My Settings tab.

3 Portal Features

3.1 Navigating the Support Portal

Once you've logged into the Support Portal, you will see the following screen:

The Talend Support Portal has four sections: **My Company**, **Cases**, **My Settings**, and **Talend Help**. The Cases tab allows you to see additional information about your open and closed support cases, while My Settings allows you to update your case preferences (see Section 2 for more details). Talend Help provides you with useful knowledge articles and product documentation. The My Company screen contains the following information:

Account Detail: This section lists contact details for the customer success manager assigned to your account. Please email customersuccess@talend.com if you require assistance and no one has been assigned.

My Active Support License: Any active support licenses assigned to your login will be displayed here. *Please note that if you do not have any active support licenses, you will be unable to open support tickets*. If you do not see an active license and feel that this is in error, please email us at customercare@talend.com.

My Open Cases: This box will show a list of currently active support tickets that have been opened by you. If you have super user privileges, you can see cases opened by other team members on the Cases tab.

Environment Specifications: This section allows you to view and manage details about your Talend environments. Please see section 3.2 for more information on managing environments.

3.2 Creating Environments

At the bottom of the Customer Portal you will see a list of all environments currently associated with your account. Creating an environment allows you to provide information about your Production, Development, or Test environments such as product version, operating system, and java package. This information is automatically shared with the Talend support engineer assigned to your tickets, eliminating the need to provide this information more than once.

To create a new environment, click the *New Environment* button at the bottom of the screen. This information can also be provided while creating a case through the Talend customer portal.

4   Support Cases

4.1 Creating Support Cases

To create a case, click on the New Case button located in the middle of the My Company home screen. Before submitting your case, you will be required to enter the following information:

Product: Please select the Talend product related to your support inquiry. Note that your selection affects the assignment of your ticket; choosing the incorrect product may delay resolution of your support case.

Severity: Please see our Talend Support Statements for more information on problem severities and how they are defined. If a severity is selected that does not align with our severity definitions, a Talend support engineer will update your case to notify you that the severity has been manually updated.

Available License: You will be required to select an active support license to open a support ticket. If you do not see an active support license and feel that this is in error, please contact support at customercare@talend.com.

Environment: It is necessary to select a stored environment before creating a support case. If you have not already created an environment, you may do so without leaving the case creation screen. See section 3.2 for more information on creating or editing an environment.

4.2 Updating Your Support Case

When logged into the Talend customer portal, you can update a case at any time by selecting it from the My Company screen. From here, the primary way to communicate with your assigned Talend support engineer is by clicking the "Add

Comment" button. When Talend responds to your case, a notification will be sent to the email address associated with your account.

If you are unable to access the Customer Portal, responding directly to a Talend email notification will also update the associated case. Please note that modifying the subject line may prevent the update from occurring, which can delay case resolution.

5 Administrative Privileges

5.1 Requesting Super User Access

If it is necessary to view or update support cases opened by other contacts on your support license, you will require super user access. Super users are also able to add and remove users from the support license or delegate administrative privileges to others.

 To request super user access, open a case with Talend Support. The primary contact on your support license will need to provide authorization before super user privileges are granted.

5.2 Viewing Support Cases

To access support cases opened by other team members, click on the Cases tab. The My Open Cases section on the home screen will not show cases opened by other team members, even with super user access.

5.3 Managing Support Licenses

To access the license management screen, click on the My Settings tab:
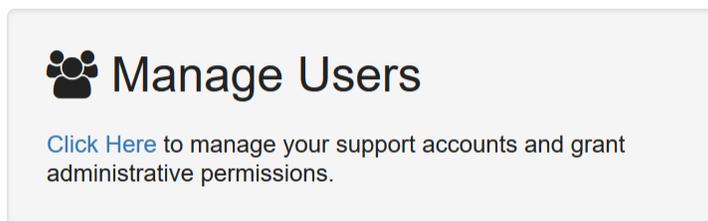
The license management screen has the following information:

The green progress bar provides a visual indicator for the amount of contacts registered to your support license. As you register additional contacts the bar will change to yellow and then red. Once you have registered the maximum amount of contacts, you will need to remove users before more can be added. To remove a user, click the deactivate button on the left-hand side.

Users can be promoted to super users by clicking the promote button the far left side of the screen. If you have more than one support license, it is also possible to move users from one license to another. Note that doing this may change their assigned service level, which impacts associated SLAs or their ability to call Talend Support.

The Invite tab allows you to invite additional contacts to register for Talend support. Note that they will still be required to create a Talend.com accounts before they can complete the registration process.

6 SLAs and Support Scope

For more information on Talend Support's SLAs and Support Scope, please visit our [Support Statements](#).

7 Getting Help

For any general questions regarding your support license, please contact your Customer Success Manager or email customersuccess@talend.com for assistance.

If you encounter any difficulty logging in to the Talend support portal, please contact customercare@talend.com.