

Support

Online Help and Documentation

SoftNAS offers in-depth documentation on their website. Simply go to softnas.com, select **Support**, and click [Documentation](#). You can also access [Online Help](#) from softnas.com/helpdesk.

Help us help you! [Request new features](#) from the SoftNAS team.

a. This option can also be accessed at any time in the top right of the StorageCenter UI.

Register for Premium Support

SoftNAS Cloud® subscribers who register the product will receive access to premium support levels, even during trial periods.

- [Registering SoftNAS Cloud®](#)

SoftNAS Cloud® subscribers have the following support options:

- **Regular Phone Support:** Contact the helpdesk by phone 24/7 or during regular business hours 9 a.m. to 5 p.m. CST, Monday through Friday.
- **Helpdesk Tickets:** Open a help desk ticket for issue tracking and faster support.
- **Email Support:** Email our support team (they will open a help desk ticket).

Support for Free Trial SoftNAS Cloud® Subscribers

Free Trial subscribers have the following support options:

- [SoftNAS Cloud® Knowledge Base](#)
- [Call our Support Line](#)
- Visit our [HelpDesk](#) or [Email Us](#)

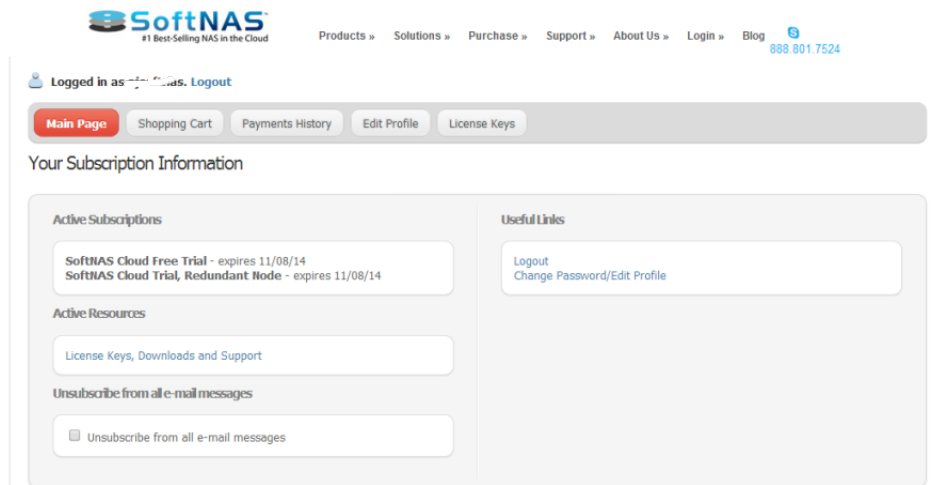
Pre-Sales Support Forums

Still researching and deciding? Visit our pre-sales support forums.

- [Pre-Sales Support Forums](#)

Accessing Premium Support Services

1. Log in to [SoftNAS customer account](#).
SoftNAS membership page will be displayed.



2. Click the **License Keys** tab to access Premium Support services.

Accessing Customer Knowledge Base

All SoftNAS Cloud® customers can access the customer knowledge base via the following link.

- [Knowledge Base and Support](#)

