**VM2O/2O**

# VM2020 Support Procedure

VM2020 provides 7×24 support for CyberVR through our dedicated online Support Portal, which serves as the central location for submitting support requests, monitoring case progress, accessing documentation, downloading software updates, and reviewing knowledge-base articles

## Accessing the Support Portal

The VM2020 Support Portal is available at:

> *https://support.vm2020.com*

Once logged in, customers can:

- Open and monitor support tickets.
- Upload required log files securely.
- Access the Knowledge Base.
- Download CyberVR releases, patches, and documentation.
- View supported release matrices and technical resources.

All support-related activities are performed within the portal.

## Creating and Activating Your Support Account

Before submitting tickets or downloading updates, users must register:

> *https://support.vm2020.com/portal/en/signup*

Please provide accurate company information to avoid delays. A VM2020 Support Manager will review and approve your registration. Once approved, you may log in and access all portal capabilities listed above

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## Submitting Support Tickets

Customers may open support tickets for:

- Software error messages or break/fix issues.
- CyberVR not operating as expected.
- Scheduling standby assistance for regulatory test.
- Assistance during actual cyber-resilience incidents, even when CyberVR is operating as expected.
- Configuration clarifications related to CyberVR features.
- Request for product-related information.

Many common questions and addressed in the Knowledge Base. We recommend reviewing it before creating a ticket.

When submitting a case, you may be asked to upload log files. The Support Portal is the required and secure mechanism for providing diagnostic data.

## Support Contact Information

The Support Portal is the required method for submitting and managing support cases, including log uploads. For general inquiries (not case submissions), contact:

**support@vm2020.com**

Please include your company name and relevant context when reaching out by email.

## Severity Levels and Response Times

VM2020 uses a severity-based response framework to ensure rapid and predictable support engagement. Full definitions, response commitments, and service-level expectations are documented in the VM2020 End User Subscription Agreement (EUSA), available in the Support Portal.

For details on severity classification and response times, please refer to the End User Subscription Agreement article within this Knowledge Base.