

REAPIT TECHNICAL SUPPORT POLICY 2026

Standard Support

The core responsibility of the Service Delivery teams is to provide support to our customers; handling issues and delivering on requests the Customer may have when using the products and services they receive from Reapit.

Definition of Ticket Types

Ticket type	Service Type	Description
Incident	Support	Product or service is not working as intended.
Standard Service Request	Support	A standard request that the customer is unable to fulfil via self-service, for example set up or amend system configuration, portal feeds, or internet registrations.
Chargeable Standard Service Request	Professional Services	This is a request sent to the Reapit Support team that could otherwise be fulfilled by the customer via our self-service option. If the customer prefers Reapit to action the request on their behalf, it will be re-assigned to our Professional Services team who will provide the customer with quote for approval.
Non-Standard Service Request	Professional Services	This is a request that requires specialised expertise to understand and scope custom/bespoke requirements that extend beyond standard support, (i.e. an 'Incident' or 'Standard Service Request')
Template Request	Professional Services	This is a request to discuss and agree the scope and implementation of new templates or otherwise updates to existing templates, (e.g., emails, letters, window cards and brochures).

Examples:

The below table outlines the various Request types, availability of self-service functionality and where any charges may apply.

Service Request Type	Self Service Available	Chargeable
Standard – Area Maintenance	Yes	Yes
Standard - Company Management	No	No
Standard - Integrations	No	No
Standard – Internet Registrations	No	No
Standard - Office Management	Yes	Yes
Standard - Portal Management	No	No
Standard - Security Management	No	No
Standard – User Management	Yes	Yes
Standard – Workflows/Task Plans	No	No
Non-Standard	No	Yes
Template Request	Yes (Letter Template Editor)	Yes

Service Level Agreements and associated charges can be reviewed in the [Business Service Catalogue](#).

'How Do I' Queries

We have a comprehensive set of articles available in the [Reapit Knowledge Library](#) to help with any of your 'How Do I?' questions. Available 24/7, it's so easy to navigate and we're constantly adding new content to answer the most common questions. We also have some fantastic training material readily available in [Reapit IQ](#).

Contact Methods

Our primary method of contact is through our [Customer Portal](#) where customers can log, track and update their tickets, as well as access our [Knowledge Library](#) and a wide variety of [training material](#).

- [How to use the Customer Portal](#)
- [Customer Portal](#)
- [Knowledge Library](#)
- [Reapit IQ](#)

We have found we are able to offer the highest level of support when we focus on portal enquiries. This enables us to ensure that we are working on the right things at the right time, achieve a faster response time, and pass on useful things like links to Knowledge Library articles which you can refer to again in the future.

We understand that some people prefer phone support and that sometimes you just want to talk to a real person. You can rest assured that there are real people at the end of your ticket and we're here to support you with any problems you may encounter when using one of our products, but if you're an Enterprise customer and you'd still like to speak to us just dial 0345 330 2965 and select option 1. *

*Phone support is not available as part of the Accelerate solution package (formerly Agency Edition).