

Customer Support Guide

- NAVEX's Customer Support Team provides assistance with your product solutions as you need it and when you want it. Use the NAVEX Community to find quick answers and step-by-step instructions to perform tasks in your NAVEX solution. The Community is accessible 24/7 and provides a variety of tools to help you learn more about your product, solutions and how to leverage system features to accomplish your goals. If you need to establish login credentials to the Community please contact us by phone for assistance.

■ **Bookmark the Community, support.navexglobal.com, and get started today.**

- Search our knowledge base
- View on-demand video trainings
- Register for live trainings
- Submit support requests
- View open support requests
- Submit invoice inquiries
- View product roadmaps
- Submit enhancement requests

■ **Prefer a more personal approach?**

Our Customer Support Team members are real people ready to troubleshoot issues and work hand-in-hand with you to ensure the most positive experience with your NAVEX product suite.

- You will receive an initial response within two business days if not sooner
- For same-day responses, simply submit your [Support Request](#) via the Community and select "Urgent."
- If you would like to speak directly with our Customer Support Team you can contact us by phone:
 - US: +1(866) 297 0224
 - EU: +44(0)20 8939 1650
 - Select option 3, then listen for the appropriate product option
 - Support hours (US) 7am – 7pm CT. Support hours (EMEA + APAC) 7am – 5pm GMT.

■ **Help us improve.**

Request a call back to provide feedback on your experience with NAVEX by contacting our [Support Leadership Team](#). A member of our Customer Support Senior Management will contact you directly to make arrangements.