



SureView Support Services

SureView provides a range of different ways for customers to access product support ranging from our online support portal, to chat and email, to our after hours support hotline.

Support Portal

The SureView Support Portal is the central hub for information about SureView and communicating with the SureView Support team. The SureView Support Portal can be accessed at help.sureviewsystems.com.

New customers/users will need to create their own unique login and password on their first visit to the portal. This will allow the user to post questions, open support tickets, and access all documentation.

The type of information available on the support portal includes:

- Quick Start Training Guides
- Manuals
- Integration Setup and Help Guides
- Training Videos
- FAQ's

This portal is regularly updated as new integrations and updates are posted.



Submitting a Ticket

If you or any of your staff have a question or problem they need to create a ticket by clicking the button labeled "New" in the top right-hand corner of the interface.

To help expedite a response to your ticket, please provide detailed information about your question or concern and select the appropriate Severity level. This will help our team understand and prioritize your support inquiry.

If you are experiencing an urgent severity issue, please call our Urgent Gold Hotline.

The 4 severity levels are:

- Urgent: Station down/unable to monitor
- High: Core functionality not working or device integration issue.
- Normal: Intermittent usage problems/minor issues.
- Low: Question/suggestion about function or integration.

The SureView team will strive to respond to newly opened tickets within:

- Urgent: 1 calendar hour
- High: 5 business hours
- Normal & Low: 8 business hours

Contacting SureView Support

Online: help.sureviewops.com
Email: opshelp@sureviewsystems.com

Support Hours

9:00am - 10:00pm GMT/BST
4:00am - 5:00pm EST

Urgent - Out of Hours Gold Hotline

US: +1 (813) 444-5654
UK: +44 (0) 1792-346273

When a ticket is updated, you will instantly receive a notification via email that includes the full history of the event. The entire SureView Support and Management team has visibility to the ticket system in the support portal so please submit and communicate all questions and issues via this system.



Third-Party Interfaces

SureView integrates a wide range of security products to operate with the software. These integrations are made using an "Application Programming Interface" ("API") supplied by the product manufacturer, specifically designed and supplied to enable such integrations.

SureView's Responsibility

SureView's sole responsibility is to provide and maintain a working interface between the Software and the approved integrated security products using the product manufacturer's API. SureView is not responsible for the operation of such security products or the proper configuration of networks, or the quality of third party services, anti-virus software, firewalls or other external factors that may affect performance.

Product Manufacturer's Responsibility

It is the product manufacturer's responsibility to ensure proper operation and functional capability of products with a provided API. It is also important to ensure that the API is maintained with the development of new supported devices, engineering revisions to hardware, and embedded microcode.

Customer's Responsibility

The Customer is responsible for the correct deployment and configuration of all security products which interface with the SureView software.

For customers with restricted access to their network

The customer is responsible for providing and maintaining necessary access for the SureView Support team to access any SureView systems in order to provide support. This may include, but is not limited to, user authentication, network software, support laptops, VPN connections. In the event this access is not available, SureView would be unable to provide direct . operational or infrastructure support.