

Acronis – Syncro

Direct Support Instructions

Acronis

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How to submit a ticket

- Start a chat or submit a request through [Partner Portal](#)
- Call Support Hotline (numbers are also shown at [Partner Portal](#))
- Send an email to mspsupport@acronis.com

For more details, including the Acronis Support Team scope and contact methods check here: https://go.acronis.com/SP_quick_start

Partner Portal requires a username and a password. Once your account is created in Acronis systems, you will receive an email with instructions and temporary password. If you have other team members, that will submit support cases on behalf of your company, please make sure to add them to the Partner Portal (see below).

What information to provide when submitting a ticket

Kindly use the following **short template** when submitting a ticket.

Note that all requested information is adamant for each case. Any additional information should be added below the initial details. Submitting a ticket without these details may significantly increase resolution time.

Login name of the affected user –

Affected machine name –

Affected protection plan name –

Error message –

Step-by-step sequence of actions that leads to reproducing this error(s)

The last bit is especially crucial with recovery or other issues of high business impact.

Depending on the scenario, some things might be not applicable, yet a **login name** of at least one affected user is a must – our engineers work with partners worldwide, and having a login name helps quickly find data center and effectively review the issue.

How and where to get Acronis Cyber Protect Cloud certification

Self-study and certification:

Please do your best to have two or more engineers acquire Acronis certification within first month of service, as it helps to learn the ropes and get best of the product.

Online training and troubleshooting materials and exams are available for free at: <https://kb.acronis.com/MSPtraining>

Please pass the certification here => <https://partners.acronis.com/#training>

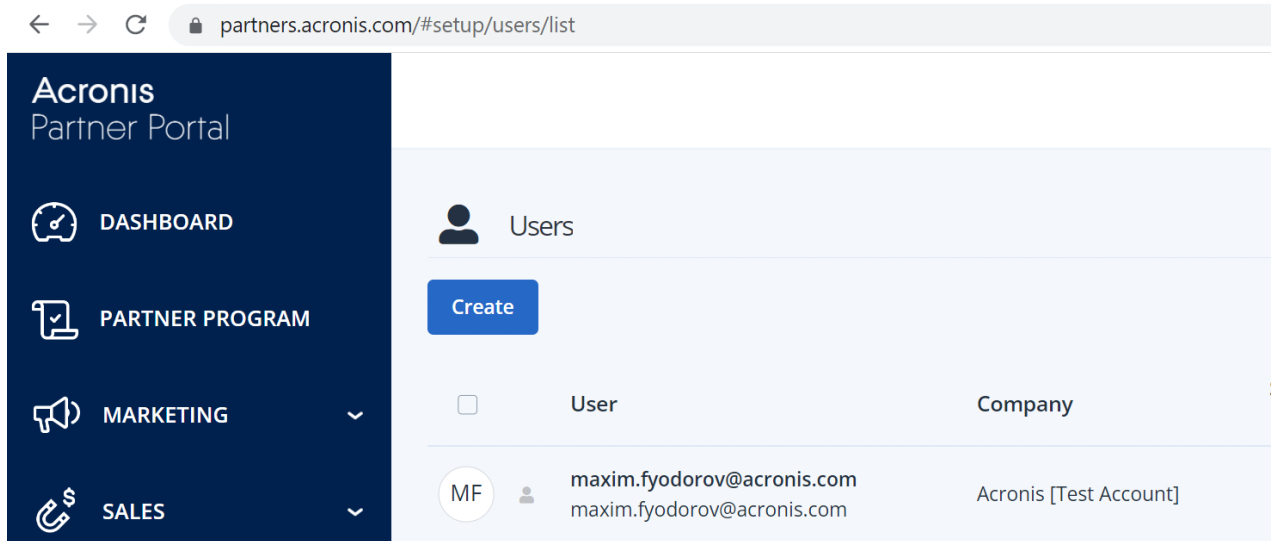
The screenshot shows the Acronis Partner Portal Training page. The left sidebar contains navigation options: DASHBOARD, PARTNER PROGRAM, MARKETING, SALES, CONTENT HUB, TRAINING (highlighted), DEMO LAB, SUPPORT, DATA CENTER STATUS, and DATABASE MANAGEMENT. The main content area is titled 'Training' and includes a search icon and a user profile icon. Below the title, there is a paragraph about the Acronis #CyberFit Academy's training and certification courses. A section titled 'Acronis #CyberFit Academy course tracks' features tabs for Technical, Sales, Developer, Security, and Live classes. Under the 'CLOUD' track, which is described as 'Managed service providers, cloud aggregators, hosters, platform partners', two certification courses are listed:

- Cloud Tech Fundamentals Recertification**: Duration 30 minutes. Pre-requisite: Currently certified for Acronis #CyberFit Cloud Tech Fundamentals. Description: Designed for service provider (and distributor) technical professionals to recertify on Acronis #CyberFit Cloud Tech Fundamentals. This course will cover certain areas to re-emphasize important concepts from last year, new features from the current year, integration updates and user interface modifications. Finally, we cover top troubleshooting issues with resolution tips to assist you if these situations occur to have self-help.
- Cloud Tech Associate Advanced Backup Recertification**: Duration 2 hours. Pre-requisite: Currently certified for Acronis #CyberFit Cloud Tech Associate Advanced Backup. Description: Designed for service provider (and distributor) technical professionals to recertify on Acronis #CyberFit Cloud Tech Associate Advanced Backup. This course will cover certain areas to re-emphasize important concepts from last year, new features from the current year, integration updates and user interface modifications. Finally, we cover top troubleshooting issues with resolution tips to assist you if these situations occur to have self-help.

Adding employees to Acronis Partner Portal

If you have other team members, that will submit support cases on behalf of your company, please make sure to add them to Acronis Partner Portal:

1. Login to the Partner Portal
2. Go to "Database management", Users
(direct link: <https://partners.acronis.com/#setup/users/list>)



3. Click "Create" and provide Email, First & Last Name, click save.

Useful links and contacts to bookmark

Partners are required to check documentation, Knowledge Base and Forum before submitting a case. It speeds up issues resolution by providing plenty of self-help resources:

- Product documentation: <https://www.acronis.com/en-us/support/documentation/>
 - The Acronis Knowledge Base - <https://kb.acronis.com/acronis-cyber-protect-cloud>
 - All Support materials: <https://www.acronis.com/en-us/support/providers/backup-cloud/>
 - Acronis Support Quick Tips https://youtube.com/playlist?list=PLJbh8iM59BMfczQUykIU_hCf_EX4BVhW&si=Mw0UwEiIshXr68E1
-
- Support Scope: <https://www.acronis.com/enus/support/serviceproviderscope/>
 - Full version of Service Provider Guidelines: https://go.acronis.com/SP_guidelines
 - Quick-start guide how to contact Support: https://go.acronis.com/SP_quick_start
 - Full version of the Escalation template to use during each case submission: <https://www.acronis.com/en-us/support/serviceprovidertemplate/>

Useful Contacts to escalate a case:

Support managers – managers@acronis.com

Fernanda Silva, Sr Manager of Alliances and Integrations – Fernanda.Silva@acronis.com

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For additional information, please visit www.acronis.com