Presentation

PostgreSQL support
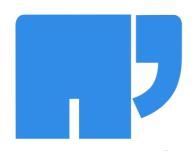
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1. Get in touch with the support

1.1. During office hours

From **monday to friday**, except on (french) public holidays, from **9AM to 6PM non-stop**.

You can contact Dalibo's support platform through one of these means :

• The ticketing system : **https://support.dalibo.com**

• The phone support : **+33 (0) 970 444 750** » You'll need your contract number, it will be asked for any call (if your phone number isn't registered in the list of phone numbers that have been provided to Dalibo)

• Email : **support@dalibo.com**

1.2. Week-end and public holidays

If you have subscribed to the 24/7 option, you can contact the support :

• By phone only : **+33 (0) 970 444 750**

1.3. Night, from 6PM to 9AM

If you have subscribed to the 24/7 option, you can contact the support between 6PM and 9M everyday :

• By phone only : **+33 (0) 970 444 750**

2. Issue followup

Any exchange with the support team is logged in an issue. To ease our exchanges, **please directly use the ticketing system**.

The ticketing system's address is :

https://support.dalibo.com

Answers to your issues through the ticketing system are sent by mail with the whole history of the issue.

In order to update your issues in the interface, you need an account. In case of problem or question regarding your access, feel free to contact us by email or phone, during office hours.

3. Knowledge base

You have a private area in our knowledge base, which contains :

• Your contract number

• Where applicable, some documentation related to issues

For premium customers :

• Weekly reports

• Detailed information about your servers

• Documentation produced by Dalibo for your environment

The knowledge database's address is :

https://kb.dalibo.com

Your private area can be reached by clicking the «Wiki» link in the grey menu bar in the ticketing system.

The documentation page related to an issue ca be reached by clicking the «Wiki» link on the "View Issue Details" line in the issue's header.

The knowledge base uses the same identifiers as the ticketing system, so if you have an "Authorization failed" message, you'll need to login using the form, available at the bottom left of the page. If you still have an authentication problem, feel free to contact us.