

How to get assistance from Kaspersky Technical Support for business

This page explains how to contact Kaspersky Technical Support for corporate solutions, who can request support and where to do so.

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Block 1. Technical Support Levels

Kaspersky solutions for business offer two levels of Technical Support: Standard (free) and Extended (MSA contract-based).

- Standard Technical Support is provided only through the Kaspersky CompanyAccount portal. Requests are processed in the common queue, so the response time may vary, taking longer or shorter.
- [Extended Technical Support](#) is available to companies that signed and [activated](#) a special contract (MSA), and received an MSA certificate. The response time to premium requests and the list of employees who can create them are specified in the contract.

Block 2. Standard Technical Support

As part of Standard Technical Support, you can submit requests through Kaspersky CompanyAccount, but there are some limitations.

Under Standard Technical Support, you cannot:

- Request development of new application features; description of malware, third-party applications, and operating systems.
- Receive advice on improving the performance of your devices or changing their configuration.
- Request on-site or remote support, health-check and configuration of your applications from Kaspersky specialists.
You can request these services separately as part of [Kaspersky Professional Services](#).
- Request the following services: demonstration, deployment, application configuration, incident analysis, and post-infection root cause determination.
You can request these services separately as part of [Kaspersky Professional Services](#).
- Ask support specialists to remediate the infected devices.
The specialists can provide recommendations, but you must implement them independently.
- Request training on how to use Kaspersky applications.
The specialists can only provide links to training materials and guides on the support website.
- Receive phone or chat consultations during data collection or while following Technical Support recommendations.
- Receive advice on using third-party patches to fix vulnerabilities.
- Receive consultation on integrating Kaspersky applications with third-party software.
- Request analysis and official conclusions on technical issues.

Block 3. Extended Technical Support

If your company signed an Extended Technical Support contract (MSA), [activate it](#) by submitting a request in Kaspersky CompanyAccount.

In your request, specify the list of employees (their number depends on the contract terms) who will be able to submit premium requests in the following format:

Employee's full name | Email addresses | Phone number

Ethan James Roberts | test@kaspersky.com | (555) 555-555

To submit a premium request to Technical Support, select the respective support level in the request creation form.

The screenshot shows the Kaspersky CompanyAccount portal interface. At the top, there is a navigation bar with tabs for 'Kaspersky CompanyAccount', 'Requests', 'Licenses', and 'Contracts', along with a 'New request' button. Below this, the main heading is 'Request to Technical Support'. The form contains several fields, each with a red asterisk indicating it is required:

- * Protection scope: Endpoint Protection (dropdown)
- * Product: Kaspersky Endpoint Security (dropdown)
- * Product version: (dropdown)
- * Support level: (dropdown, highlighted with a red box, showing options: Business MSA contract, Start MSA contract, Standard support)
- Operating system version: (text input)
- * Request type: (dropdown)
- * Request subtype: (dropdown)

A red box highlights the 'Support level' dropdown menu, which is currently open, showing three options: 'Business MSA contract', 'Start MSA contract', and 'Standard support'. A question mark icon is visible next to the dropdown arrow.

Block 4. The Kaspersky CompanyAccount portal: general information and features

Kaspersky CompanyAccount is a portal for users of Kaspersky corporate solutions where you can:

- Submit requests to Technical Support.
- Monitor the request statuses.
- Manage the licenses used in your company.
- Manage the employees' accounts.

To access the portal, a legal entity must create an account and provide a license for the Kaspersky corporate solution in use. After that, other company's employees can access the account.

There is no limit on the number of accounts that can be added to a company.

The My Kaspersky portal credentials (for managing the protection of all connected home devices) cannot be used to sign in to Kaspersky CompanyAccount, as these are separate portals for different purposes.

Block 5. Registration on Kaspersky CompanyAccount

You can register on Kaspersky CompanyAccount using either of the following two ways:

- Sign up independently on the [portal homepage](#).
Fill out the registration form and enter the activation code for the purchased solution.

- Sign up using an invitation from your company administrator.
Click the link in the invitation email and fill out the registration form.

When the first company employee registers on the portal, a new company with a unique ID will be created in Kaspersky CompanyAccount.

To avoid complications when verifying an already added license, we recommend that other employees register via an invitation from the administrator rather than independently. If you choose to register independently, please ensure the correct license number and the name of the added company are specified.

To send an invitation for registration:

- Sign in to the administrator account on Kaspersky CompanyAccount.
- Go to the **Users** tab.
- In the **Enter an e-mail** field, enter the email address of the user you want to invite and click **Send invitation**.

The screenshot shows the Kaspersky CompanyAccount interface. At the top, there is a navigation bar with tabs: 'Kaspersky CompanyAccount', 'Requests', 'Licenses', 'Users' (highlighted with a red box), and 'Contracts'. To the right of these tabs is a red button labeled 'New request'. Below the navigation bar, the 'Users' section is displayed. It features a search bar with the text '5913599@gmail.com' (highlighted with a red box) and a 'Send invitation' button (also highlighted with a red box). A dashed red arrow points from the 'Users' tab to the search bar, and another dashed red arrow points from the search bar to the 'Send invitation' button. Below the search bar, there are filters for 'Sort by last name' (with an upward arrow icon), 'Country: All' (with a dropdown arrow), and 'Branch: All' (with a dropdown arrow).

If you encounter any issues while signing in or signing up to Kaspersky CompanyAccount, submit a request via this [form](#). We will help you resolve the issue.

Block 6. Account types on Kaspersky CompanyAccount

There are several account types in Kaspersky CompanyAccount:

- Account owner.** The first company representative to register on Kaspersky CompanyAccount and add a license becomes the owner of their company account. They hold full administrator rights, can view all users and their requests. The account owner is the only one authorized to delete the account of their company.
- Administrator** is an account with extended rights.
- User** is an account with a standard set of rights: They can submit requests to Technical Support, manage requests and monitor their statuses. Users can also view company requests if the administrator grants the appropriate rights.

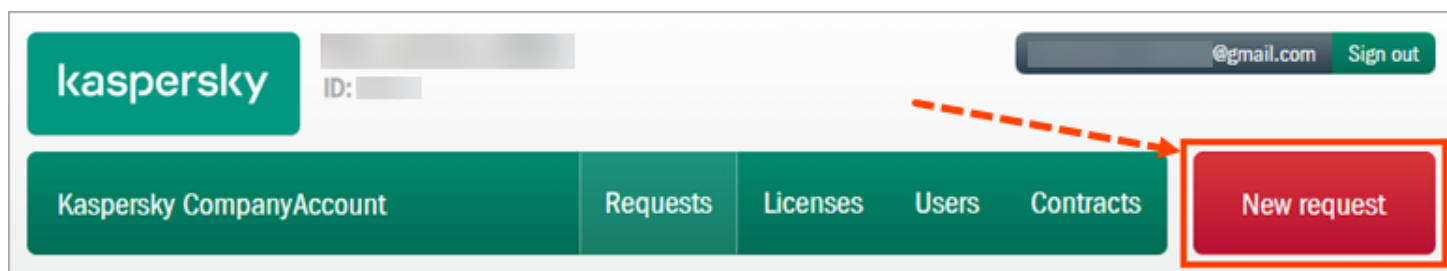
Administrators can:

- View, reply, edit, and close requests from other users their company.
- Manage other users' accounts within their company.
- Receive notifications on adding and removing of users.
- Invite new users to join Kaspersky CompanyAccount.

Block 7. Requests and categories on Kaspersky CompanyAccount

To create a request on Kaspersky CompanyAccount, click **New request** and select the needed category. Choosing the appropriate category will help us properly route your request and reduce the response time.

In some cases, you will receive an automatic reply based on similar past requests.



Category

Type of questions

Submit a request to Technical Support

Operation of Kaspersky applications for business.
For example, if you experience problems when installing, need assistance with the functionality, encounter unexpected application behavior, etc.

Question about CompanyAccount / Premium Support (MSA) activation

- Operation of the Kaspersky CompanyAccount portal
- Account administration in Kaspersky CompanyAccount
- License conflicts
- Contract activation for [Extended Technical Support \(MSA\)](#)

Share feedback: compliments or complaints

You can share your feedback about a particular support engineer or Kaspersky Technical Support as a whole.

This category is designed for the escalation of appeals that are still being processed. Requests are reviewed by service managers and by the Technical Support manager. Note that feedback is not a survey on the quality of Technical Support that you receive in an email after the request is closed.

Open Kaspersky Threat Intelligence Portal

A self check of any suspicious threat indicators (such as files, file hashes, IP addresses, or web addresses) on the OpenTIP portal.

You will require a separate account to sign in and use all features of the portal.

Request an APNs certificate

Get an Apple Push Notification service (APNs) certificate for iOS mobile devices management.

You can sign one .csr-format file within a request.

Block 8. How to submit a request to Technical Support

To submit a request to Technical Support through Kaspersky Company Account:

1. In the upper-right corner, click **New request** and select **Submit a request to technical support**.
2. In the request form, select **Protection scope**, **Product**, and **Product version**.

Before submitting a request, you may be prompted to install the latest patch for your product version. We recommend to do so as it may help you solve the issue.

If the issue persists, resume submitting the request.

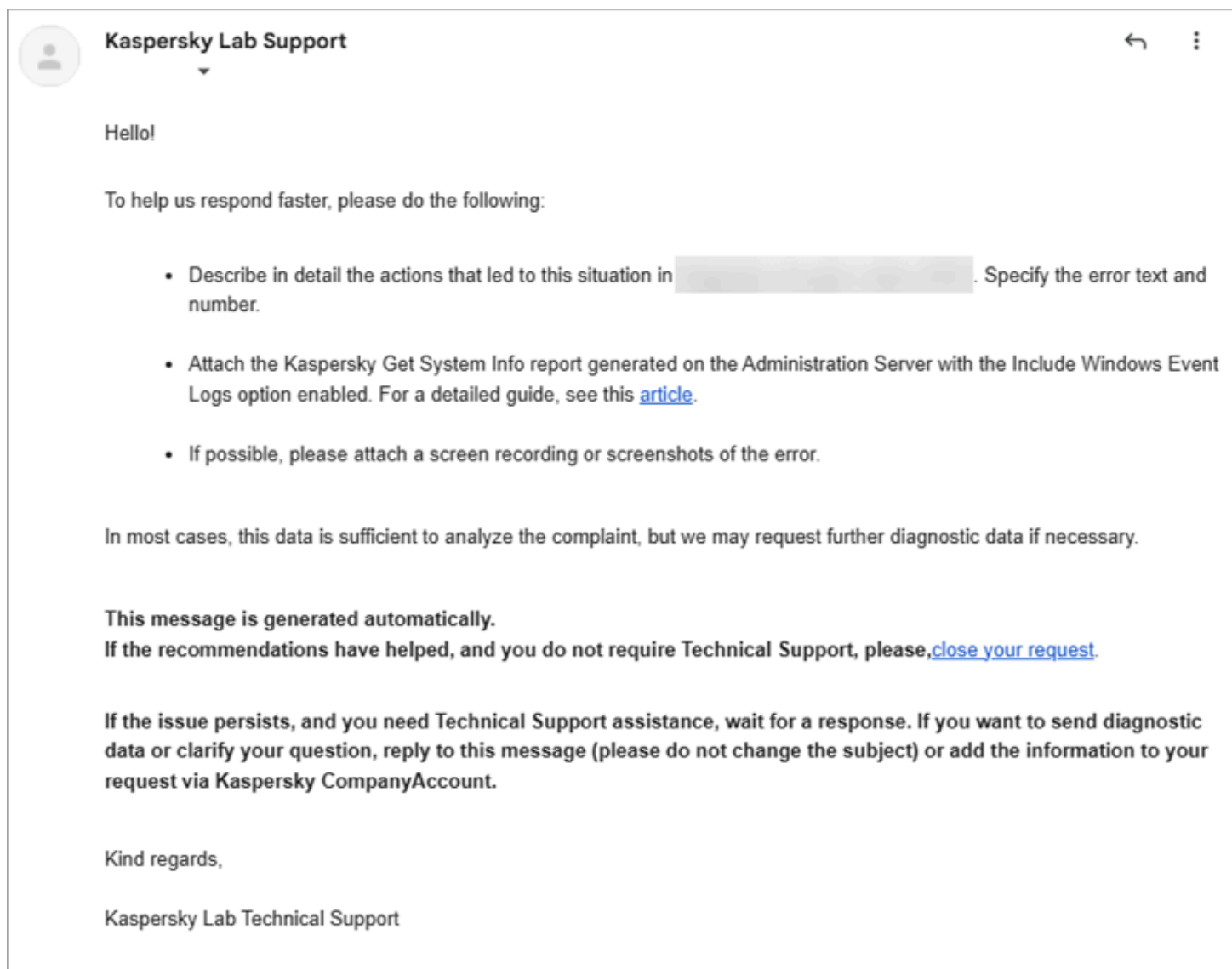
3. Fill out the rest fields of the form: **Support level** (if you have an MSA), **Operating system version**, **Request type**, **Request subtype**, and **Subject**.
4. Describe the problem and steps to reproduce it in the **Description** field.

Please describe the issue taking into account [our recommendations](#). This will increase the processing of your request and reduce additional questions.

5. Click **Upload file** to attach necessary files.
6. Click **Send request**.

Block 9. Request processing by Technical Support

Once the request is created, a registration confirmation email will be sent to your email specified in the account. In the **Requests** menu, you can track the status of your request.



The response time depends on the Technical Support levels.

As for Standard Technical Support, requests are processed in the common queue, so the response time may vary, either longer or shorter, depending on the number of requests and the current workload of engineers.

As for Extended Technical Support, the response time depends on the contract level (Start, Plus, Business, or Enterprise).

Visit the [Kaspersky Premium Support](#) page to find the comparison table of the Standard and Extended Technical Support plans. On this page, you can select the needed Premium Support plan and request it by clicking the respective **Request plan** button.

Note that the service terms and conditions for Kaspersky solutions vary depending on the region and products. For detailed terms and conditions, go to the [Kaspersky Products Terms and Conditions page](#).

Block 10. Request statuses on Kaspersky CompanyAccount

Requests in Kaspersky CompanyAccount have statuses that reflect the current state of a request. You can see the request status on the **Requests** tab in Kaspersky CompanyAccount and in the e-mail notification that is sent when the status changes.

Status	Description
In progress	The request is registered, and the issue is being processed by Technical Support.
Awaiting your reply	The request is being processed. A Technical Support engineer has asked you for additional information and is waiting for your response to the clarification question. If we do not receive a response within the waiting time (depends on the support level and specified in the email), the request will automatically be set to "Resolved (no information provided)" status.
Resolved (solution provided)	The request has been resolved, and the solution has been sent to you. You may verify the performance of the proposed solution and finalize the closure or reopen the request. If we do not receive a response within the waiting time (depends on the support level and specified in the email), the request will automatically be set to "Closed" status.
Resolved (no information provided)	The request has been processed by an engineer, and either a solution has been sent to you or additional information was requested, but you didn't provide it.
Cancelled by support engineer	The request has been cancelled by a Technical Support engineer.
Cancelled by customer	The request is closed at your initiative by clicking the "Close the request" button in Kaspersky CompanyAccount. The status is final and cannot be changed. Comments sent via email after this status has been assigned are not visible to the support engineer. If you closed the request accidentally, submit a new one.
Closed	The request has been closed as a decision was sent to you a few days ago.

We appreciate customer feedback and are committed to providing quality service. Please take the short survey that will be sent to your email once the request is closed. If you wish, you can assess without further comments.

Block 11. Cybersecurity incident investigation

Computer incident investigation (cybersecurity incident investigation) is a standalone service offered by Kaspersky. It allows you to investigate technical aspects of the incident, trace the unauthorized access, and identify those responsible.

To request an investigation, please fill out the [form](#).

Block 12. Kaspersky Professional Services

Kaspersky Professional Services is a suite of services focused on various aspects of the implementation, configuration, and audit of corporate applications and solutions.

The deep product knowledge and high level of expertise of our engineers help achieve excellent results and maximize the value of the purchased solution.

Benefit from the assistance of Kaspersky Technical Support engineers to speed up the processing of your requests and reduce the workload of your staff. For more information, visit the [Kaspersky Professional Services](#) page.

Block 13. Guidelines and useful links

Link

QR code

[The Kaspersky Company Account Portal](#)



[Support Rules for Kaspersky Software](#)



Kaspersky Technical Support news in Telegram



Answers to frequently asked questions



Knowledge Base and Online Help for applications and solutions for business



Instructions on how to activate a contract for extended technical support



Kaspersky Premium Support plans



Kaspersky Professional Services



Order a cybersecurity incident investigation



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