

CONTACT SUPPORT

Initiate a chat, create a ticket or case, or call for support for your product:

- [CrashPlan for Home](#)
- [CrashPlan for Small Business \(previously CrashPlan PRO\)](#)
- [Code42 for Enterprise](#)

Need help determining your [product \(https://support.code42.com/Terms_and_conditions/Code42_customer_support_resources/Identify_your_product/\)](https://support.code42.com/Terms_and_conditions/Code42_customer_support_resources/Identify_your_product/)?



CRASHPLAN

For Home

All CrashPlan for Home product documentation is available at [www.support.crashplan.com \(https://support.crashplan.com/\)](https://support.crashplan.com/).

[Initiate Chat \(https://secure.livechatinc.com/licence/1790841/open_chat.cgi\)](https://secure.livechatinc.com/licence/1790841/open_chat.cgi)

Monday–Friday, 9 a.m.–5 p.m.

[U.S. Central time \(https://www.nist.gov/pml/time-and-frequency-division/local-time-faqs#zones\)](https://www.nist.gov/pml/time-and-frequency-division/local-time-faqs#zones)


Web Support

- [Submit a ticket \(https://helpdesk.code42.com/anonymous_requests/new\)](https://helpdesk.code42.com/anonymous_requests/new) any time
- [Check the status of a ticket \(https://helpdesk.code42.com/requests\)](https://helpdesk.code42.com/requests)


Monday–Friday, 9 a.m.–5 p.m.

[U.S. Central time \(https://www.nist.gov/pml/time-and-frequency-division/local-time-faqs#zones\)](https://www.nist.gov/pml/time-and-frequency-division/local-time-faqs#zones)

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| <p>Call Support</p> <p>United States</p> <p>888-314-8842 (<i>Select option 2</i>)</p> <p>International</p> <p>+1 612-333-4242 (<i>Select option 1, then option 2</i>)</p> | <p>Monday–Friday, 9 a.m.–5 p.m.</p> <p>U.S. Central time (https://www.nist.gov/pml/time-and-frequency-division/local-time-faqs#zones)</p> |
| <p>See the CrashPlan for Home Support Policy (https://support.crashplan.com/Support) for details.</p> | |

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|  <h1>CRASHPLAN</h1> <p>For Small Business</p> | |
| <p>Initiate Chat (https://secure.livechatinc.com/licence/1790841/open_chat.cgi)</p> | <p>Monday to Friday, 7:00 a.m. - 7:00 p.m.</p> <p>US Central Time (https://www.nist.gov/pml/time-and-frequency-division/local-time-faqs#zones)</p> |
| <p>Create Ticket (https://helpdesk.code42.com/hc/en-us/requests/new?ticket_form_id=230478)</p> | <p>24 hours a day, 7 days a week</p> |

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| <p>Call Support</p> <p>United States</p> <p>888-314-8842 (Select option 3)</p> <p>International</p> <p>+1 612-333-4242 (Select option 1, then option 3)</p> | <p>Monday to Friday, 7:00 a.m. - 7:00 p.m. US Central Time (https://www.nist.gov/pml/time-and-frequency-division/local-time-faqs#zones)</p> |
| <p>See the CrashPlan for Small Business Support Policy (https://support.code42.com/Terms_and_conditions/Code42_customer_support_resources/CrashPlan_for_Small_Business_support_policy) for details.</p> | |

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|  <p>For Enterprise</p> | |
| <p>Initiate Chat (https://community.code42.com/s/login/)</p> | <p>Monday to Friday, 7:00 a.m. - 5:00 p.m. US Central Time (https://www.nist.gov/pml/time-and-frequency-division/local-time-faqs#zones)</p> |
| <p>Create Case (https://community.code42.com/s/login/)</p> | <p>24 hours a day, 7 days a week</p> |

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| <p>Call Support</p> <p>United States</p> <p>Domestic: 888-314-8842, option 4 International: +1 612-333-4242</p> <p>United Kingdom</p> <p>Domestic: 0808 178 3042 International: +44 (0) 20 3868 4242</p> <p>Platinum Support Only</p> <p>Please call the direct number your Customer Success Manager has given you for faster support.</p> <p>International Contact Information (https://support.code42.com/Terms_and_conditions/Code42_customer_support_resources/Code42_enterprise_support_policy#Severity_1_support)</p> | <p>Platinum Support</p> <ul style="list-style-type: none"> Severity 1 - 4 issues: 24 hours a day, 7 days a week <p>Gold Support</p> <ul style="list-style-type: none"> Severity 1 issues: 24 hours a day, 7 days a week Severity 2 - 4 issues: Monday - Friday, 8:00 a.m. - 5:00 p.m. US Central Time (https://www.nist.gov/pml/time-and-frequency-division/local-time-faqs#zones) <p>What is a severity 1 issue? (https://support.code42.com/Terms_and_conditions/Code42_customer_support_resources/Code42_enterprise_support_policy#Definitions_of_issue_severity)</p> |
| <p>See the Code42 for Enterprise Support Policy (https://support.code42.com/Terms_and_conditions/Code42_customer_support_resources/Code42_enterprise_support_policy#Contact_information) for details.</p> | |