

CA Customer Support.

Get the most out of your CA experience.



It's easy to get started.



Register with CA Technologies

All it takes is a one-time registration with your Enterprise Site ID to gain access to all our services, support and partner resources.

ca.com/register



Read documentation

Access release notes, manuals and other materials.

docops.ca.com



Download software

Login to your CA Support account and download the latest version of your licensed CA products and product patches.

ca.com/downloadcenter

Helpful resources.



Get Support

Quick access to chat support case management, product downloads, list of compatibilities and knowledge base articles.

support.ca.com



Find upcoming events

Discover in-person events and webcasts, and explore our webcast library covering a wide range of product- and industry-related topics.

ca.com/events



Join the community

Connect 24 hours a day with product experts, exchange ideas with fellow users, and join groups that interest you by logging onto our community page.

communities.ca.com



Free training

Register for free instructor-led webcasts designed by the CA Education team for multiple products.

ca.com/freetraining



Customer care

Global non-technical support for compatibilities, licensing, passwords, and more

ca.com/phone

Support response times.

Severity

1

1 hour 24/7

Your system is down, and it's impacting a production environment.

Severity

2

2 business hours

Severely limited functionality is impacting business.

Severity

3

4 business hours

Majority of software functions are usable, low impact to business.

Severity

4

1 business day

Software is functioning with minor problems.



CA Support is just a click  or a call away **+1 800 225 5224**

Customers outside North America: find your local support number at ca.com/phone



Premium support

Our premium support packages provide the added help of dedicated support engineers, Fast Track Support and customer service advocates who function as an extension of your staff. Tiered pricing is available for this service.

ca.com/support



CA Services

Engage with CA Services to get up and running quickly with implementation services, application management services, upgrade services and traditional consulting.

ca.com/services



Business,
rewritten by software™

Social Support

