

SNOWFLAKE SUPPORT NEW CUSTOMER TOOLKIT



START HERE WITH SELF-SERVICE

1. Register in the [Snowflake Community](#) portal – click on “Log In” to get started
[Be sure to use your company email to register, not a personal email]



2. Review [Snowflake Documentation](#) and the “[Welcome to Snowflake](#)” webinar
3. Join [Snowflake Community Forums](#) and [User Groups](#)
4. Access the [Snowflake Support Knowledge Base](#)

GET SET UP WITH YOUR CASE CONSOLE

You will file cases using the [Case Console in the Snowflake Community portal](#). Once you’ve registered with the Community, confirm that your portal account is connected to your Snowflake account and set up with the [right user role](#). *Get set up now to be ready if you need help!*

Here’s how: Log in to [Community](#) and click on “Submit a Case” from the main page. If you aren’t Support-enabled, you will be taken automatically to the “Request for Access to Snowflake Support” form. Just follow the indicated steps from there.

BE FAMILIAR WITH GLOBAL COVERAGE HOURS

DEPLOYMENT REGIONS



North America
6a.m. - 6p.m. Pacific Time

EMEA
6a.m. - 6p.m. Central European Time

APAC
6a.m. - 6p.m. Australian Eastern Time



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FILE A SUPPORT CASE

Need to connect with Support on an issue? Log in to the Snowflake Community and follow [this process to file a ticket](#). It will help to be ready with:

- Snowflake account URL
- Business impact / urgency
- Query ID(s)
- Log files, if related to Snowflake account URL
- Context of the query and any query result examples
- Any other expectations / requirements for a response or resolution

DETERMINE CASE SEVERITY LEVELS

When you file a Support case, **you** determine the level of Severity – the degree to which the issue is impacting your ability to use Snowflake:

Severity 1: Use of Snowflake has become impossible and I have no workaround

Severity 2: Use of Snowflake has become very difficult and I have to expend a lot of energy to work around the problem

Severity 3: Use of Snowflake is still possible but I have to use workarounds and I would prefer not to

Severity 4: I am able to use Snowflake but I would like help or I have a suggestion

UNDERSTAND A TYPICAL SUPPORT CASE FLOW

CREATION	DISPATCH	INVESTIGATION	SOLUTION
New customer case is opened	Case is reviewed and assigned to the applicable Snowflake team and person	Snowflake case owner investigates solutions <i>Note: case status "Awaiting Customer" means we need more info from you!</i>	A fix or solution is determined and communicated; Snowflake owner closes the case

ESCALATE A CASE

Working with Snowflake Support on an open case that requires elevated attention or a fast-tracked resolution?

Log in to the Community portal and open the case from your Case Console. Look for the **"Escalate Case" button** in the case document and fill in the required details. Take a look at the [Escalate Case FAQ](#) for more guidance.

STAY UP-TO-DATE WITH SNOWFLAKE PRODUCT INFO AND ISSUES

Planning for [New Features, Enhancements and Behavior Changes](#)

- [Release Information](#)
- [Behavior Changes](#)

Tracking Unexpected System Issues

- [Status Page](#)
- [Sign up for Service Alerts](#)



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