

SNOWFLAKE SUPPORT CUSTOMER TOOLKIT

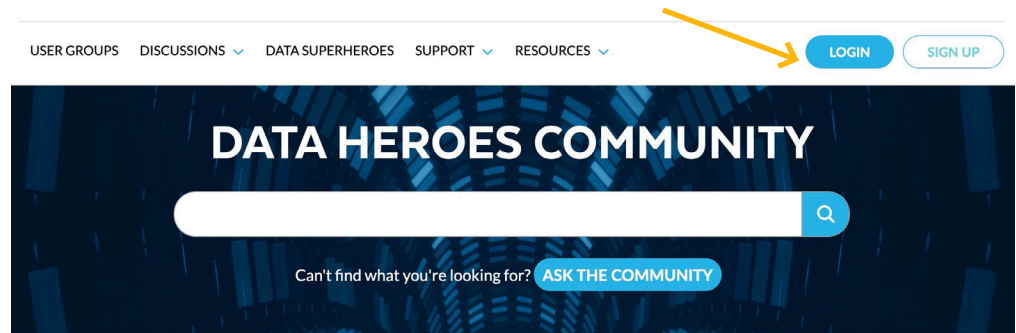
START HERE! ACTIVATE SUPPORT WITHIN SNOWSIGHT

Make sure you're ready to connect with Snowflake Support quickly if a question or issue comes up.

Contact your company's Account Administrator for Snowflake and ask them to [grant you access to Support within Snowflake](#). This empowers you to file support cases directly in Snowsight as needed.

REVIEW KEY SELF-SERVICE RESOURCES

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](#), especially “Tutorials and Other Resources”
3. Join Snowflake [Community Forums](#) and User Groups
4. Access the Snowflake Support [Knowledge Base](#)
5. Make note of the [Snowflake Support Policy and Service Level Agreement](#)

GET FAMILIAR WITH GLOBAL COVERAGE HOURS

GLOBAL SUPPORT HUBS



Americas
6a.m. - 6p.m.
Pacific Time

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

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

SNOWFLAKE SUPPORT CUSTOMER TOOLKIT

FILE A SUPPORT CASE

Need to connect with Support on an issue? Be sure you've activated Support within Snowflake (see *Start Here!*).

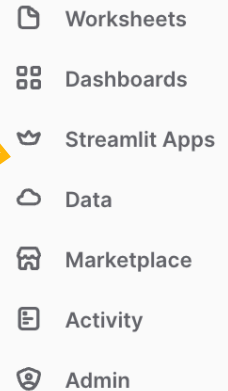
1. Within Snowsight hover the cursor over your name to show Help & Support, then choose **Support**.

2. Click the **+Support Case** button in the top right corner to open the case form

3. Enter the information for your request into the case form and click **Create Case** to submit your case.

It will help to be ready with:

- Brief summary of the issue or question
- 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



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
Note: "Awaiting customer" status means we need more info from you!

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.

ONE LAST THING! STAY UP-TO-DATE WITH SNOWFLAKE PRODUCT INFO AND ISSUES

Get ready for planned new features and changes, and track unexpected system issues:

- Release [Information](#) and [Announcements](#)
- [Behavior Change Log](#)
- Snowflake [Status page](#)
- Sign up for [service alerts](#)