# Sonicu Customer Support

We understand the importance of what you do. That is why Sonicu provides the best cloud-based monitoring platform available, and supports it with a dedicated team of professionals and resources with one goal in mind, your success.

## Sonicu Academy

Sonicu Academy provides 24/7 access to resources that help you learn how to optimize your deployment and use all the features of the system.

A library of video tutorials cover a variety of topics, including admin training, user groups, notifications, alarms, logging in, troubleshooting, and much more. Get up to speed quickly on the SoniCloud platform by watching the videos at the Sonicu Academy.

To get started, login to your account, then click the link for Support - in the upper right corner.

## Customer Support

If you can't find what you need on Sonicu Academy, create a Support Ticket by email to: support@sonicu.com. Be sure and include:

1. Your full name and organization

2. Your location (State, City)

3. Full description of the issue you are having

Optionally, you can call support at:
(317) 468-2345, (8-5 Mon - Fri).

## Online Training

Sonicu Quick Start installation guides are available on Sonicu Academy for easy installation. Online video tutorials allow customers to master a variety of topics, including setting up user groups, notifications and alarms, logging on, and much more.

## Customer Success

Customer Success Managers work with you to provide personalized, onboarding guidance, training, system updates, plus optimization strategies that ensure you receive maximum benefit from the SoniCloud platform. To review your account send an email to: customersuccess@sonicu.com

## Installation Team

Professional installation teams work with you on-site or remotely to quickly get your Sonicu monitoring system deployed and optimized. For more information ask your Sonicu sales representative, or your Customer Success Manager. Or you can email us at: info@sonicu.com.

## Professional Services

For unique or complex monitoring, Sonicu provides on-site surveys with design and implementation services. On-site support includes design, deployment, and implementation.

Enrollment in our SNAP NIST sensor recalibration program ensures your sensors are always regulatory compliant.