

AWS Marketplace: How to activate your Commvault support services

Get more value from your Commvault Backup & Recovery software subscription by activating premium support

Thank you

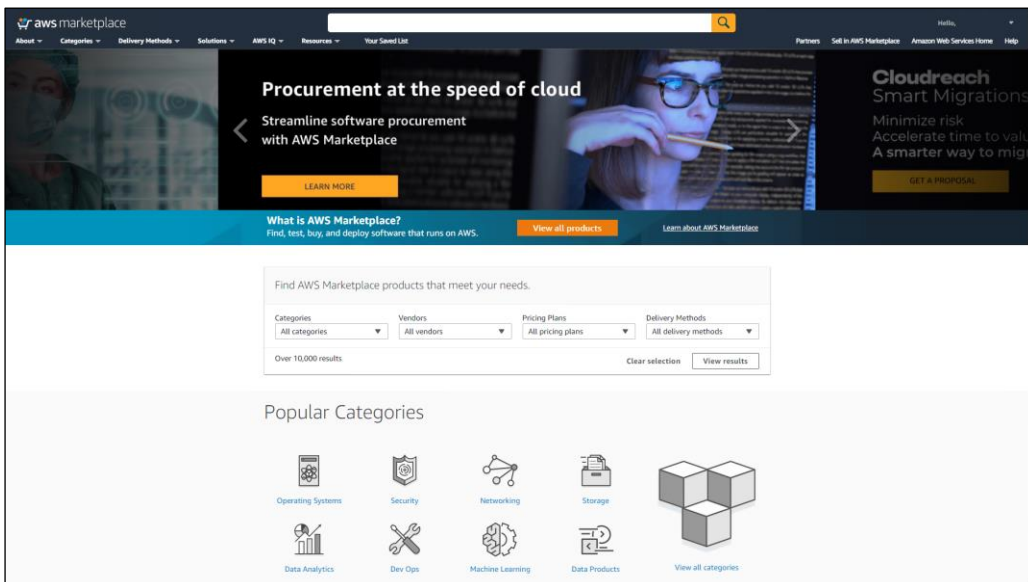
Thank you for your purchase of [Commvault Backup & Recovery](#) from AWS Marketplace. As we would like to ensure that you have the smoothest experience with your new purchase, this document will provide you with instructions to activate the **Commvault premium support** services included with your software subscription.

AWS buyer: Please forward these instructions to your **Commvault Administrator** so they register their contact details for ongoing support services.

Step1

Login to AWS Marketplace

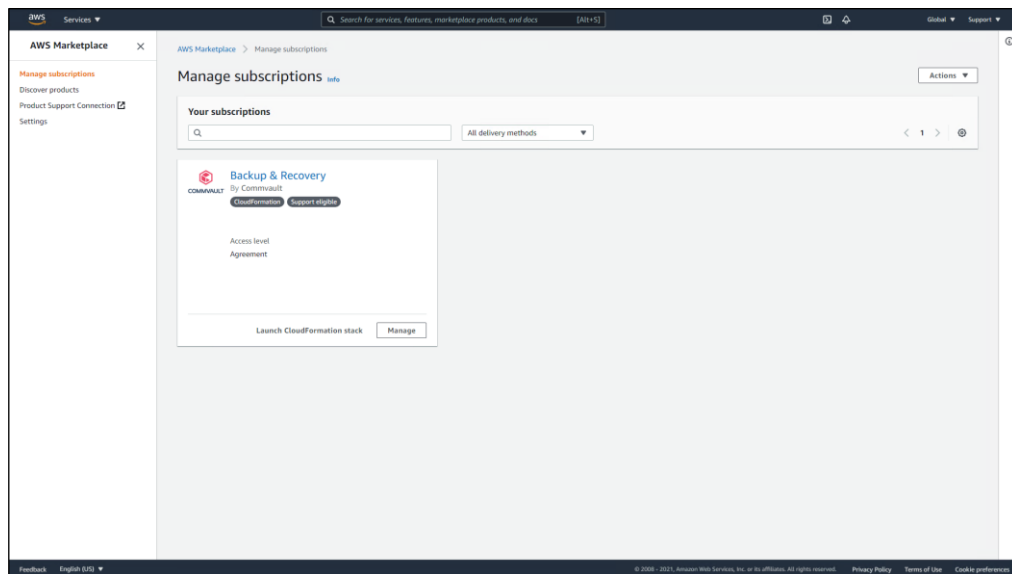
To get started – go to aws.amazon.com/marketplace and ensure you are logged into the AWS account that purchased **Commvault Backup & Recovery**.



Step 2

Open your marketplace software

Click your **username** ▼ (top-right) and select **Your Marketplace Software** to open your active AWS Marketplace subscriptions

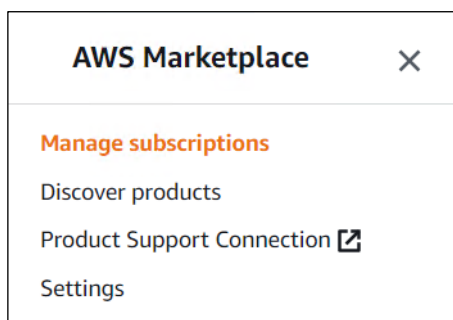



Step 3

Open Product Support Connection


In order for Commvault to activate your support services, we need your **contact information**.

Click **Product Support Connection** to provide the contact details (Name, Telephone, Email) for up to five (5) support representatives responsible for supporting Commvault Backup & Recovery in your organization.





AWS Marketplace Product Support Connection






Many products in AWS Marketplace entitle customers to higher tiers of customer support directly from vendors. Below is a list of your products for which you can add up to five support contacts each.

*Please note that any additions, edits, or deletions may take up to one business day before being recognized by the associated vendor. **None** of your information will be used for sales purposes.*


Your Support Contacts

Share your contact details for a product

Subscribed ▲	Product ▼	Vendor ▼	First Name ▼	Last Name ▼	Modify
08/23/2021	Backup & Recovery	Commvault	None	None	 

Red product listings do not have a registered support contact. While support contacts for products are completely optional, not having a contact listed may make it more difficult for you to receive support from this vendor. Click the  to edit the affected product listing or click the "Share your contact details for a product" button to add a support contact.

How can sellers use my data? Information you provide under AWS Marketplace Product Support Connection will only be shared with the sellers you specify, and such information is shared with sellers solely for the purpose of providing support for your software subscriptions. If you feel you have received communication from a seller that is unrelated to product support, [please contact us](#) to share your feedback.

How do I delete my support contacts? You can either delete individual contacts by clicking the  mark in the far right column of each support contact, or delete all your support contacts by [clicking here](#).

When you open Product Support Connection for the first time, it will likely indicate you have not shared your contact information. This is default behavior within AWS Marketplace, you must **opt-in** to share your contact information (see below).

Step 4

Provide contact details

Click the **Share your contact details for a product** and select your subscription. Click **Continue** to enter and share your contact details.

Please select the product below for which you would like to add a support contact.

Backup & Recovery (08/23/2021 / 0 of 5 contacts)

Cancel
Continue

Enter your contact information to connect this subscription to Commvault's technical support system. You can choose to sign up later, or edit/remove your details at any time, in Your Account > Product Support Connection. **Information you share under Product Support Connection is shared with sellers solely for the purpose of providing support for your software subscriptions.**

FIRST NAME <input type="text"/>	LAST NAME <input type="text"/>
JOB TITLE (OPTIONAL) <input type="text"/>	COMPANY NAME <input type="text"/>
EMAIL ADDRESS <input type="text"/>	PHONE NUMBER <input type="text"/>
ZIP CODE - U.S ONLY (OPTIONAL) <input type="text"/>	COUNTRY (OPTIONAL) <input type="text" value="Select Country"/>

I agree that by submitting this form I am granting permission to share the contact information listed above with Commvault [Click Here](#) to learn more about how Amazon processes the provided information and how it can be shared with vendors for product support purposes.

All fields are **mandatory**. Complete the form, check the box allowing AWS to share the information with Commvault, and click **Register & Close**.

You may instead click **Register & Add Another** to add additional support contacts up to a maximum of five (5).

NOTE: Commvault will send login details to access ma.commvault.com to the **first registered user only**.

You will receive confirmation of successful sharing. Commvault will receive these details and activate your support account within **2 business days**.

Congratulations! You have successfully added John Doe as support contact 1 of 5 for Backup & Recovery. It may take up to one business day before Commvault has the new support contact information in their system.

NOTE: If you do not receive login details please contact Commvault Toll Free: +1 877-780-3077 ([Worldwide numbers](#))

Where to go next

You will want to keep your Commvault system patched and ready to protect all your new Amazon services, so head over to the Commvault Maintenance Advantage support portal (ma.commvault.com). Here you can download patches and additional free software add-ons (200+ reports, workflows, and automation) to make your life easier. You'll also be able to manage support requests here once your account is active.

Got a question – Check these helpful resources

Start with the manual – Commvault documentation answers all of your questions about staying protected in the Cloud – head over to documentation.commvault.com

Sometimes it is a bit more fun to watch a video or jump on a virtual lab with like-minded people to explore your new tech – Education Advantage ea.commvault.com provides you both an on-demand learning library (ODLL) and virtual classes.

NOTE: Commvault is offering free education during the COVID-19 pandemic to ensure you can stay informed and educated while you stay home and stay safe. www.commvault.com/blogs/commvault-rolls-out-new-no-cost-customer-support-offers-for-business-continuity-during-covid-19-crisis