


## How to Contact Rave Support

### **In Application Self Service**

Rave Mobile Safety's extensive knowledge base is available anytime and can be accessed by logging into the application and clicking on the  link at the top of the page.

### **Technical Support**

Business Hours: Monday – Friday 8:00 AM – 6:00 PM EST

Email (preferred): [rave.support@motorolasolutions.com](mailto:rave.support@motorolasolutions.com)

- Creates a support case / ticket

Phone: **508-532-8972** or toll free **888-605-7164 option 3**

- If a team member is not available to take your call, you will be provided the opportunity to leave a voicemail which will automatically create a support ticket

**NOTE:** *Within the voicemail please provide; your name, where you are calling from, the best number to reach you, a brief description of your question and your ticket ID if calling about an existing issue.*

*To receive the highest level of support, please provide as much information as possible including*

- Expected behavior
- Observed behavior
- Deadlines
- Screenshots
- Error Messages
- Domain Name(s)
- User Name(s)
- Troubleshooting Steps Taken

### **Emergency "Sev1" Support**

Emergency Hours: 24/7/365

Phone: **888-605-7163** **\*\*Please do not distribute to non-administrators\*\***

*Rave engineers are available on an emergency basis to assist with system access issues, sending alerts, or other critical issues.*

**NOTE:** *Sev1 should only be used in case of an emergency. Non-emergency requests should be directed to [rave.support@motorolasolutions.com](mailto:rave.support@motorolasolutions.com)*