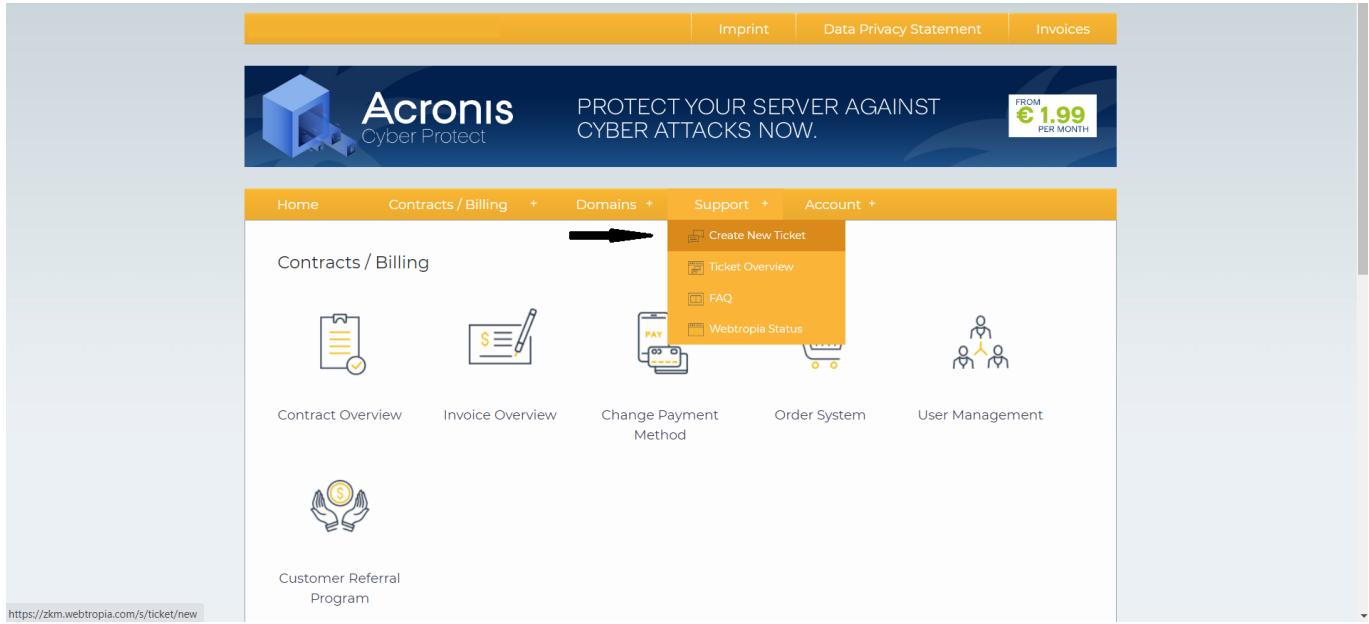


General Service Questions

I need support, how can I reach you?

Should you ever have a support request, you can conveniently open a ticket in the central customer interface. To do this, go to the main page and then under "Support" -> "create new support ticket". You can also freely choose the subject and content of the ticket.



The screenshot shows the Acronis Cyber Protect customer interface. At the top, there is a yellow header bar with links for 'Imprint', 'Data Privacy Statement', and 'Invoices'. Below the header is a dark blue banner with the Acronis logo and the text 'PROTECT YOUR SERVER AGAINST CYBER ATTACKS NOW.' and a price offer 'FROM € 1.99 PER MONTH'. The main menu bar is yellow and includes 'Home', 'Contracts / Billing', 'Domains', 'Support' (which is expanded to show 'Create New Ticket', 'Ticket Overview', 'FAQ', and 'Webtropia Status'), and 'Account'. The 'Support' menu is highlighted with a black arrow pointing to 'Create New Ticket'. Below the menu, there is a grid of icons and text for 'Contracts / Billing' (Contract Overview, Invoice Overview, Change Payment Method, Order System, User Management), 'Customer Referral Program', and 'Webtropia Status'. The URL 'https://zkm.webtropia.com/s/ticket/new' is visible at the bottom left of the page.

If you need comprehensive support, you can easily reach us 24/7 via email:

support@myloc.de
support@webtropia.com
support@servdiscount.com

Alternatively, we are also available by telephone for general questions from Mo-Fr. 08:00 to 16:30:

MyLoc: +49 (0) 211 - 61708 0
Webtropia: +49 211 - 545 957 - 330
Servdiscount: +49 211 - 749 547 - 90

Unique solution ID: #1384

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