Contact Umbrella for Government Support: Hours, Ticketing, and Data Handling

Contents

Introduction

This document describes how to contact Umbrella for Government Support, recommended troubleshooting steps, and secure data handling procedures.

Overview

The Umbrella for Government Support team is staffed by U.S. Persons on U.S. soil and covers the Umbrella for Government phone and email queues from 08:00 EST to 20:00 EST, Monday through Friday.

- Outside these hours, phone lines are staffed with non-U.S. Persons and email queues are not monitored.
- U.S. Persons are available on an on-call basis for Sev1 or Sev2 issues reported by phone only.

What to Check Before Contacting Support

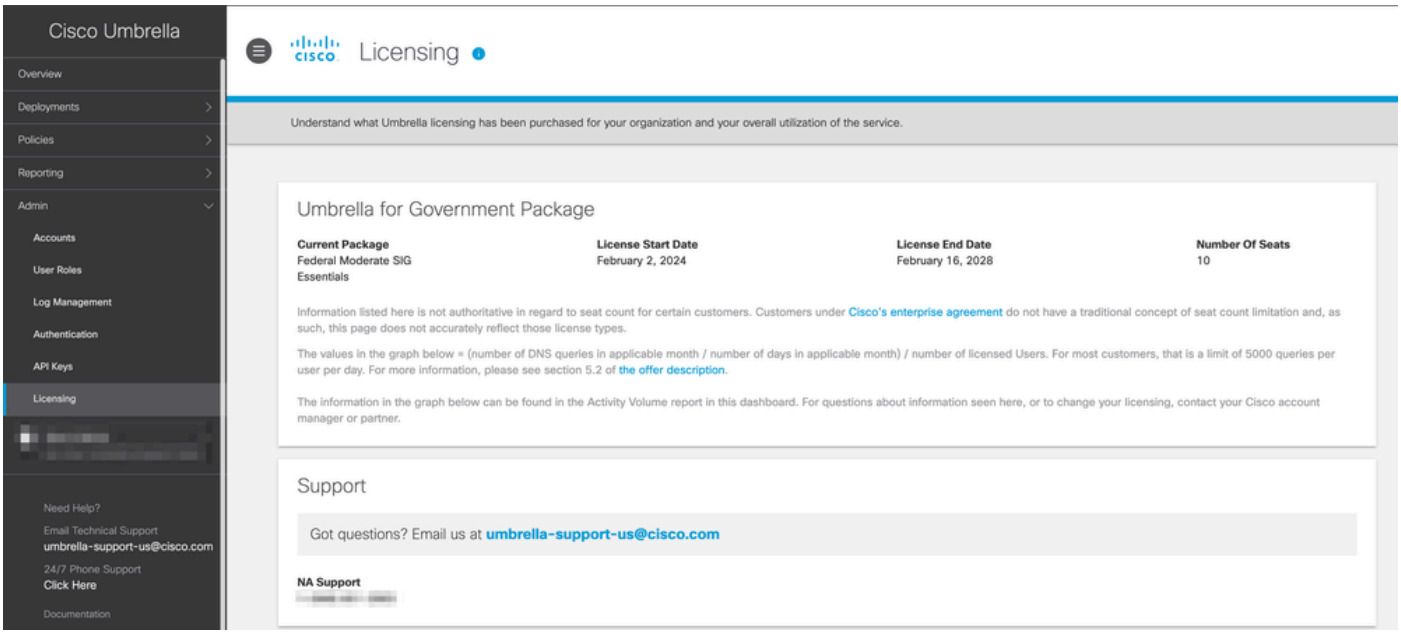
Before opening a support case, try these steps:

- Search the Cisco Umbrella for Government documentation and support portal for answers.
- For Active Directory issues, review these prerequisites: Communication Flow and Troubleshooting
- For Virtual Appliance issues, use the troubleshooting steps provided: Troubleshoot Virtual Appliances
- For policy issues, consult: Best Practices for Policy Creation

How to Open a Support Ticket

You can contact the support team in two ways:

- Email:**umbrella-support-us@cisco.com**
- Phone: View phone contact information at**Admin > Licensing**in the Umbrella dashboard.



What to Include in a Support Case

- Do not include sensitive information in your email or discuss it by phone outside of U.S. Person support hours.
- Transfer files containing sensitive information using Cisco DocExchange.
- Provide as much detail as possible, including:
  - When the problem started
  - Whether it worked previously
  - Any recent changes or updates
  - Whether all users or only some are affected
  - OS, browser, and software versions involved
  - Whether the issue is reproducible or sporadic

Submitting Data via DocExchange

Due to FedRAMP data handling requirements, use Cisco DocExchange to transfer files, especially those containing Personal Identifiable Information (PII):

- Register for a free Cisco CCO account atCisco Registration.
- After email verification, you will be added to the relevant folder and receive a link (https://ciscoshare.cisco.com/) via email.
- Only added users can access the folder; end customers cannot create folders.
- File size limit: 500 MB.
- Refer to the Doc Exchange User Guide for more information: Getting Started: External User Guide