

How will Metis Support us?

How do we get support?

We will create user logins for all key business contacts (Administrators) for our Help Centre, allowing you to see a summary of all tickets raised by everyone in your business.

Our [Help Centre](#) is where you and your colleagues can:

- **Log support tickets** for any technical issues you may find when using Metis
- Access a **library of help articles** relating to all areas of Metis including Video 'How-to's'

Upon discovery of a potential issue, [please refer to our article here](#), and take the first steps to identify if you're affected by a common problem. If following these steps does not resolve your issue, feel free to contact our technical support team.

You can also email support@getmetis.com (which auto-creates a support ticket), or call our support line on [020 3475 5169](tel:02034755169).

When is support available?

We're available to support you from [09:00 - 18:00 \(GMT\)](#), and if you need help outside of this time please create a support ticket through our Help Centre which will be addressed first thing the [next working day](#).

We aim to [respond](#) to your queries [within 120 minutes](#) of receiving them, and we'll continuously communicate with you until we have resolved your issues.

We ask that where possible, please send us [screenshots](#), or [video clips](#) of your issue, as this helps us to help you faster!

Do you offer any other support?

We've written some email templates which you can send to your team to let them know:

- what Metis is all about
- what you expect of them when using the system

We've also put together some ideas on to use different strategies to increase the adoption of Metis. Please use the links below:

1. [Helpful Documents](#)
2. [The Metis Help Centre](#)

Just some words on the collection of your Data..

We treat all data in the strictest confidence in accordance with our subscriber agreement. We will never access or manipulate your data without your permission.