

# TestRail Premium Support

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No matter what kind of testing you manage, TestRail Support is here to help! Standard support comes included in all packages. Add Premium Support for priority response, the ability to book troubleshooting sessions with Technical Support Engineers via screen share, and exclusive meetings with TestRail Product Managers for updates on our roadmap and to share feedback.

## Overview

### Standard Support


- Email-based support
- User guide and documentation
- Training webinars
- Getting started videos
- Community Support (user forum)

### Premium Support

- **Everything in Standard Support, plus...**
- Priority support for quicker response times
- Dedicated Premium Support queue with expedited routing and escalation
- Ability to book screen sharing sessions with Technical Support Engineers to assist in identification and remediation of issues
- Access to customized individual roadmap and strategy briefings with Product Managers
- Free 90-day license for Kiuwan code security analysis or Ranorex test automation platform\*

**Get answers to your  
TestRail questions fast**

# Support Plan Comparison Chart

 <b>TestRail Professional</b>	Standard Support	Premium Support
<b>Community Support</b> Get help and find solutions from other users and TestRail Staff on our discussion forums	■	■
<b>Email Support</b>	■	■
<b>Web Support</b> Submit support requests and track status via our customer support portal	■	■
<b>Priority Support</b> Get quicker response with expedited routing to a dedicated priority support queue	✗	■
<b>Screenshare sessions</b> with Technical Support Engineers	✗	■
<b>Roadmap and strategy briefings</b> with Product Managers	✗	1x / year
<b>Free 90-day license</b> for <b>Kiuwan code security analysis</b> or <b>Ranorex test automation platform*</b>	✗	■
<b>Enterprise Expert Sessions</b> Customized training sessions for you and your team, tailored to you	✗	✗

 <b>TestRail Enterprise</b>	Standard Support	Premium Support
<b>Community Support</b> Get help and find solutions from other users and TestRail Staff on our discussion forums	■	■
<b>Email Support</b>	■	■
<b>Web Support</b> Submit support requests and track status via our customer support portal	■	■
<b>Priority Support</b> Get quicker response with expedited routing to a dedicated priority support queue	■	■
<b>Screenshare sessions</b> with Technical Support Engineers	■	■
<b>Roadmap and strategy briefings</b> with Product Managers	1x / year	4x / year
<b>Free 90-day license</b> for <b>Kiuwan code security analysis</b> or <b>Ranorex test automation platform*</b>	✗	■
<b>Enterprise Expert Sessions</b> Customized training sessions for you and your team, tailored to you	1x / year	4x / year

\*Offer only valid for customers who are not already users of Kiuwan or Ranorex