

About Teradici Support

The [Teradici Support site](#) is your all-in-one stop for everything from software downloads to case tracking, and much more. Here's a quick summary of what you can do:

Support Tasks



SERVICES



ANNOUNCEMENTS



CASES







SUBSCRIPTIONS

- **Services:** Monitor Teradici's online services, get information about problems including mitigation steps and timelines, and subscribe to updates.
- **Announcements:** Product announcements, including new releases and important bug fixes.
- **Cases:** Follow your open cases with Teradici Global Support Services
- **Subscriptions:** See your subscription and service agreement levels with Teradici, including which components you have access to, and your support SLA with Teradici Global Support Services.

Product Documentation and Software





Product Documentation and Software Updates

 Desktop Access For VMware Horizon or Amazon WorkSpaces users, and PCoIP Zero Client and Management Console administrators. View Products	 Cloud Access Deliver Windows or Linux workloads from the cloud or your data center. View Products	 Cloud Access Plus Deliver graphics-intensive Windows or Linux applications from the cloud or your data center. View Products	 OEM/Partner For companies that have built their own PCoIP product offerings and have a service agreement with Teradici. View Resources
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Get documentation for our products and components, and download available software and firmware.

Support Services

Support Services

 Support Programs Avoid business downtime with award-winning technical support that provides anytime access to expertise, plus product version updates and upgrades. What's included in support?	 Professional Services Our experienced consultants will help design, integrate and optimize your PCoIP deployments, so you can focus on your core business. Learn more about our offerings	 Product Lifecycle Plan and prepare for your maintenance and support needs. Review and understand the product lifecycle milestones and end-of-life process for your products. Product Lifecycle Matrix	 Technology Preview Program Get access to pre-release products and provide feedback to our engineering teams. Product Preview Offerings
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- **Support Programs:** Find out what support programs are available to keep your deployments working smoothly.

- **Professional Services:** For more specialized use cases, our Professional Services team can help design and optimize your PColP deployments.
- **Product Lifecycle:** Clearly presented support status for each product and component release, so you can easily see when you need to upgrade.
- **Technology Preview Program:** Get early access to some of our most exciting road map features, and provide feedback to our engineering teams as they work to perfect them.