

## **Support options for Parallels products**

- Parallels Desktop for Mac Business Edition
- Parallels Remote Application Server
- Parallels Desktop for Mac App Store Edition
- Parallels Desktop for Mac Pro Edition
- Parallels Toolbox
- Parallels Desktop for Mac Standard Edition

**Note**: If you don't see support options, make sure to register your product key and then proceed to <u>Support</u>. To register a key, click 'Register Key' in Parallels My Account navigation bar.

Parallels products family has a variety of products, from simple one-click tools to complex server solutions. Available support options depend on selected product and registered licenses or support contracts. See the details below.

## **Parallels Desktop for Mac**

- If you have a **permanent** license for Parallels Desktop for Mac, you are eligible for **phone** and **chat** support **for 30 days** after the license registration and **email support for 24 months** from the Parallels Desktop version **release date**. Visit <u>KB 123560</u> to check free email support availability for your version.
- If you have a **subscription** for Parallels Desktop for Mac, you are eligible for **phone**, **chat** and **email** support for the subscription **lifetime**.

## **Parallels Remote Application Server**

- If you have an **active subscription** or valid **Service Provider License Agreement** license for Parallels Remote Application Server, you are eligible for **phone** and **email** support **while the subscription is valid**.
- If you have a **permanent license**, support can be provided only in case you have valid **support insurance** and the version of your Remote Application Server did not reach <u>End of Support</u>.
- If you have a **trial license**, please choose **Presales & Purchase** category to get support.

## **Parallels Toolbox**

- Parallels Toolbox is supported through **Social Media channels**.
  - **♦** Twitter
  - ◆ Facebook Messenger
  - ♦ Parallels Forums

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