

Support

How to get help with Exigyn.

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exigyn.com · support@exigyn.com

We want you to be successful with Exigyn. This page explains how to get help, what to expect, and where to send different types of requests. [Response targets and hours below are placeholders — set them to match your actual support commitments before publishing.]

1. Contacting Support

For help with the platform, email **support@exigyn.com**. To help us resolve your issue quickly, please include:

- a clear description of the issue and what you expected to happen;
- the steps to reproduce it, and when it started;
- your organization/workspace and the affected module or feature;
- any error messages, and (where helpful) screenshots — please avoid sharing passwords or sensitive data you don't need to.

2. Support Hours and Response Targets

Support is available [during business hours, Monday–Friday, excluding holidays — confirm timezone and hours]. We aim to acknowledge new requests within [one business day] and to keep you updated through resolution. Target response times by severity are shown below.

3. Severity Levels

- **P1 — Critical:** the Service is down or unusable for your organization. Target response: [e.g., within 4 business hours].
- **P2 — High:** a major feature is significantly impaired with no reasonable workaround. Target response: [e.g., within 1 business day].
- **P3 — Normal:** a minor issue or a problem with a workaround. Target response: [e.g., within 2 business days].
- **P4 — Low / question:** general questions, guidance, or feature requests. Target response: [e.g., within 3 business days].

4. Self-Service Resources

Many questions can be answered quickly through our documentation and in-product guidance, including getting-started steps, core concepts, module guides, and how to use the Excel, PowerPoint, and Claude (MCP) connectors. See the Documentation page to get started.

5. Billing and Account Help

For subscription, payment-method, and invoice questions, you can use the billing portal (powered by Stripe) or contact support@exigyn.com. You can change your plan or cancel at any time; cancellation takes effect at the end of the current billing period.

6. Security Issues

If your request involves a suspected vulnerability or a security concern, please email security@exigyn.com rather than general support, and follow the responsible-disclosure guidance on our Security page.

7. Privacy and Data Requests

To exercise privacy rights or ask about how we handle personal data, contact privacy@exigyn.com. See our Privacy Policy for details on your rights and how we respond.

8. Feature Requests and Feedback

We build Exigyn with our customers. Send product ideas and feedback to support@exigyn.com — tell us the problem you're trying to solve and how it affects your work, and we'll factor it into our roadmap.

9. Service Status

For real-time service status and incident updates, see our status page at [\[status.exigyn.com — confirm/enable\]](https://status.exigyn.com). During a confirmed incident, we will post updates there and, where appropriate, notify affected customers.

10. Contact Summary

WHERE TO SEND YOUR REQUEST

Product & account support — support@exigyn.com

Security disclosures — security@exigyn.com

Privacy & data requests — privacy@exigyn.com

Application — start.exigyn.com