Support

How to Get Help

Whether you have a question about a cloud app, need help with an integration, or want to report a

software issue, our support team is here to help. This page is your starting point for opening a ticket, finding documentation, and reviewing our service commitments.

Contact Us

Email support@4ThoughtMarketing.com to open a support request. To help us route your request quickly, please include the product or service affected, a description of the issue, any relevant screenshots or error messages, and the urgency level.

System Status

Before opening a ticket, check our [System Status page](#) to see if there is a known service disruption already being addressed.

Support Hours

Standard support is available Monday through Friday, 6:00 a.m. to 6:00 p.m. Pacific Time, excluding U.S. public holidays. Critical issues are reviewed outside standard hours on a best-effort basis.

Severity Levels and Response Times

We triage all incoming requests by severity. The table below shows our target response and resolution times for cloud software issues. For full details, see our [Service Level Agreements](#).

Severity Level	Description	Target Response	Target Resolution
1 – Critical	Software is inoperative or fails catastrophically	1 hour	4 hours

Severity Level	Description	Target Response	Target Resolution
2 – High	Materially degrades use of software	2 hours	12 hours
3 – Medium	Affects software but does not materially degrade use	24 hours	—
4 – Low	Minor impact on software operation	48 hours	—

Documentation

Our documentation library covers every 4Thought Marketing cloud app and product, including setup guides, field-level details, and usage notes.

- [Cloud App Documentation](#)
- [4Bridge Documentation](#)
- [4Comply Documentation](#)
- [4Segments Documentation](#)

Agreements and Policies

All of our standard agreements and operating policies are published in our legal library. These documents cover service delivery, support commitments, project hold procedures, and software availability.

- [Service Level Agreements](#)
- [Software Support Policy](#)
- [Project On Hold Policy](#)
- [Cloud App High Utilization Tier Pricing](#)
- [All Legal Agreements and Policies](#)

Security and Compliance

Our security documentation covers our network posture, access controls, data handling practices, background check policy, incident response plan, disaster recovery plan, and third-party risk management policy.

If you are completing a vendor security review or need documentation for your procurement process, email us at support@4ThoughtMarketing.com and we will work with you to provide what you need.

[View Our Security Policies](#)