Support

How can I access Secure Email Threat Defense documentation?

You can access Secure Email Threat Defense documentation directly from Secure Email Threat Defense using the Help menu, or at the following links.

- Cisco Secure Email Threat Defense User Guide

- Cisco Secure Email Threat Defense Release Notes

How can I get help setting up and using Secure Email Threat Defense?

For help setting up and using Secure Email Threat Defense, contact the Email Security Customer Success team at etd-acivations@cisco.com.

How can I contact customer support?

If you are a Secure Email Threat Defense PoV (Proof of Value) evaluation customer, email cmd-support@cisco.com.

If you are a fully licensed Secure Email Threat Defense customer:

- Open an online support case: https://www.cisco.com/c/en/us/support/index.html

- Email TAC@cisco.com

- Call Cisco TAC at any of the worldwide phone numbers found here:
  https://www.cisco.com/c/en/us/support/web/tsd-cisco-worldwide-contacts.html

Note: To open a case, your Secure Email Threat Defense contract must be linked to your cisco.com account. If you do not already have a cisco.com account, go here to create one.