Getting Support

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Support Access

Support Option	Owned License	Monthly License	Reseller License
Phone	Weekdays 8 am - 4 pm pacific time **	Weekdays 8 am - 4 pm pacific time **	No
Support Tickets	Yes *	Yes ***	No
Community Forums	Yes	Yes	Yes
User Manual	Yes	Yes	Yes
Video Library	Yes	Yes	Yes
Discord Chat	Yes	Yes	Yes

* With active Support and Updates.
** Additional charges may apply. Must be scheduled.
*** When account is current

Support Options

Phone

Phone support is provided to owned license holders with current Support and Updates, as well as monthly license holders with current accounts. Before calling support, please have your license key ready.

Support Tickets

Ticket support is provided to owned license holders with current Support and Updates, as well as monthly license holders with current accounts.To ensure the quick response time, please log into your account before opening a ticket.

Community Forums

Community support is available and free to everyone, simply visit the Community Support Forum.

User Manual

The User Manual is a resource that is free and available to everyone.

Video Library

The Video Library contains both informational videos and video tutorials, free and available to everyone.

Discord Chat

Join the official Blesta Discord chat. Here is your invitation to join! The chat is open to everyone. If you have a Blesta license, PM your license key to Hostmaster to be promoted to a VERIFIED user.

Support And Updates

Support and Updates is an addon available for all owned license holders. The first year of support and updates is included for no charge with purchase of an owned license. Support and updates for additional years may be purchased to continue receiving paid support and updates to Blesta.