



Support & Health Alert Guide for Partners

Purpose

This guide outlines how partners should engage with Solink Support and respond to Solink Health Alerts to ensure issues are resolved as quickly and efficiently as possible.

Understanding Solink Support Requests

Support tickets submitted through [Solink's Contact Us](#) channels (24/7 chat, 24/7 phone, or web form) are routed directly to the Solink Support team for investigation and resolution.

Partners can view and track support requests through the [Support Request Portal](#), which provides visibility into all submitted support cases.

When to Contact Solink Support

Contact Solink Support when:

- A user is experiencing a software-related issue.
 - Assistance is required with account access or configuration.
 - Remote troubleshooting is needed.
 - A support ticket has already been created and requires follow-up.
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Understanding Automated Health Alerts

Solink continuously monitors system health and [automatically generates alerts](#) when cameras, SRDs, or other monitored hardware go offline.

These alerts are sent from a Solink **no-reply email address** and are different from standard Support tickets.



What a Health Alert Means

When a health alert is generated, [onsite troubleshooting](#) is required to restore connectivity.

Partners should review the alert details and proceed with [onsite troubleshooting using Solink's documented procedures](#).

Recommended Troubleshooting Resources

Before dispatching a technician, review the applicable Solink troubleshooting guides:

- [Camera Offline Troubleshooting Guide](#)
- [SRD Offline Troubleshooting Guide](#)
- [Error Message Troubleshooting Guide](#)

Following these guides often resolves issues without requiring escalation.

Monitoring Health Alerts

Partners can monitor all active and historical health alerts through the [Manage Health Page](#) which provides visibility into:

- Open alerts
- Resolved alerts
- Device health status
- Site-level health information

Regular review of the Health Page is recommended to proactively address issues before they impact operations.



Best Practice: Engage Store-Level Contacts

To reduce unnecessary technician visits and accelerate resolution, Solink strongly recommends that a designated onsite contact (such as a store manager) also receive health alerts and provide phone and email contact information so they can coordinate with Solink Support while on site.

Benefits include:

- Faster awareness of device outages.
- Ability to perform basic troubleshooting immediately.
- Reduced downtime.
- Fewer unnecessary dispatches.

Examples of simple onsite troubleshooting include:

- Confirming equipment has power.
- Checking network connections.
- Rebooting approved hardware.
- Verifying internet connectivity.

Many issues can be resolved through these basic steps without requiring a field visit.

Escalation Workflow

If a Health Alert is Received

1. Review the alert details.
2. Check the Health Page for additional information.
3. Have the onsite contact perform basic troubleshooting.
4. Follow Solink's troubleshooting documentation.
5. Dispatch a technician if the issue cannot be resolved remotely or by onsite staff.
6. Contact Solink Support if additional assistance is required.



If a Support Ticket is Needed

1. Submit a request through chat, phone, or the [Contact Us](#) form.
 2. Track progress through the [Support Request Portal](#).
 3. Provide any troubleshooting findings or onsite observations to expedite resolution.
 4. When following up on an existing ticket, be sure to provide the original ticket # to the Support Agent
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Questions or Feedback

Solink is committed to continuously improving partner workflows and support processes. If you have questions, feedback, or suggestions regarding health alerts or support engagement procedures, please contact your Solink representative.

Our goal is to ensure issues are identified quickly, routed appropriately, and resolved with minimal disruption to operations.