

Subscribe to account notifications and contact Armor Support



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Notification methods

Armor recommends that you configure your account to receive notifications regarding important activity in your Armor Management Portal (AMP) account.

Subscribe to data center notifications



This topic only applies to **Armor Complete** users.

You can use Armor's StatusHub page to review the status of Armor's infrastructure, as well as other Armor services, such as the Armor Management Portal (AMP).

Additionally, you can use StatusHub to receive notifications and updates regarding infrastructure outages.

1. Access [Armor's StatusHub page](#).
2. In the top menu, click **Subscribe**.
3. Select your desired notification method (**Email**, **SMS**, **Slack**, or **Webhook**), and then enter the corresponding information, such as your email address for the **Email** tab.
4. Select a notification type. There are two options.
 - a. To receive information about every Armor service, click **All services**. This option will send you information about:
 - i. All data centers
 - ii. Armor API
 - iii. Gen 4 portal (amp.armor.com)
 - b. To receive information about specific Armor services, click **Selected Services**.
 - i. Next to **Choose services**, click **Select**.
 - ii. Click the desired data center, and then click **Select** to receive information for every infrastructure component for that data center.
5. During an unexpected outage (or incident), you may receive multiple updates regarding the status of an outage.
 - To receive multiple updates during an outage, select **OFF** for **Do not notify on intermediate incident updates**.
 - To simply receive one notification regarding the beginning of an outage, and then one notification regarding the completion of an outage, select **ON** for **Do not notify on intermediate incident updates**.
6. Click **Subscribe**.

Configure notification preferences in AMP


Armor recommends that you configure your account to receive notifications for **Account**, **Billing**, and **Technical** events.




These notification preferences do not relate to support tickets.

To update your notification preferences for support tickets, see [Support Tickets](#).

Account	<p>You will receive a notification when:</p> <ul style="list-style-type: none">• A password expires in 14 days.• A password expires in 7 days.• A password expires in 24 hours.• A password has expired.
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Billing	<p>You will receive a notification when:</p> <ul style="list-style-type: none"> • An invoice has posted. • An invoice is past due (2, 10, 15, 25, and 30 days). • A payment method will soon expire (1, 15, and 30 days). <div style="border: 1px solid #f0e68c; padding: 10px; margin-top: 10px;"> <p> You can configure a user to become the primary billing contact for an account. This user will receive billing notifications. Additionally, this user will be listed in the Bill to field in an invoice.</p> <ol style="list-style-type: none"> 1. In the Armor Management Portal (AMP), in the left-side navigation, click Account. 2. Click Users. 3. Locate and hover over the desired user. 4. Click the vertical ellipses. 5. Select Set as Primary Billing Contact. 6. Click OK. </div>
Technical	<p>You will receive a notification when:</p> <ul style="list-style-type: none"> • A virtual machine will be deleted or downgraded. • CPU, disk, and memory utilization is at more than 90% for 5 minutes. • Ping, SSH (Linux), or RDP (Windows) fails for 5 minutes.

 You can only change the notification preferences for your own account. You cannot change the notification preferences for other user accounts.

1. In the Armor Management Portal (AMP), in the top, right corner, click the vertical ellipses.
2. Click **Settings**.
3. Click **Notification Preferences**.
4. Use the slider to make your desired changes.
 - Select **Alert** to receive notifications in the top bar in the Armor Management Portal (AMP).
 - Select **Email** to receive notifications through email.
 - You can select both notification options.
5. Click **Update Notification Preference** to save your changes.

Contact Armor Support

The Armor Onboarding and Support teams are your primary points of contact.

Detailed information about specific contacts are located in your welcome email, as well as the **Overview** section of the **Account** screen in the Armor Management Portal (AMP).


You can reach the Armor Support via:


- Support ticket
- Live chat
- Phone call

Contact Armor Support via a support ticket

To learn more about the **Support** screen, see [Support Tickets](#).

Contact Armor Support via live chat

 Armor Sales is available via chat from 8:00AM to 5:00PM Central Standard Time.

 Armor Support is available via chat 24 hours a day

1. In the Armor Management Portal (AMP), in the top bar, click the chat icon.
2. Select **Chat with Support** or **Chat with Sales**.

Contact Armor Support via a phone call

For the United States office, call +1 877 262 3473.

For the United Kingdom office, call +44 800 500 3167.
