

How we support your success

A clear, practical guide to how our support works — what we cover, how to reach us, what to expect, and how to make the most of your support experience.

Effective October 5, 2026 | [Support Portal](#)

How to reach us

We're here to help you get the most from Chemaxon software. All support requests are handled through two official channels — ensuring every request is logged, tracked, and handled by the right person.

Start here

Documentation

Before raising a ticket, check docs.chemaxon.com. Most questions about features, user guides, developer documentation, configuration, release notes, known issues, troubleshooting, and best practices are already covered there, so checking the documentation is often the fastest way to find an answer.

It also helps us directly: if a page is unclear, incomplete, or missing something you need, tell us. Include the link to the specific page in your ticket or email, and we'll review it and make the necessary corrections. Every gap you flag makes the documentation better for the next person who looks.

Primary Channel

Support Portal

The fastest way to submit and track your requests.
Log in at:

[Chemaxon Support Portal](#), raise a ticket, and monitor its progress in real time. You'll receive updates directly in the portal and by email.

Secondary Channel

Email

You can submit requests by emailing our support team directly at:

chemaxonsupport@certara.com. Every email is automatically converted into a tracked ticket. Use the portal for the best experience and fastest response.

Important

Requests made through other channels — including phone calls, direct messages, or personal emails to team members — cannot be guaranteed a response and are not tracked as formal support tickets.

When we're available

Our Customer Support Representatives are available during business hours to assist you.

Support Hours

Business hours, CET

Monday to Friday, 09:00–17:00 Central European Time. Hours are observed in alignment with Chemaxon's published [holiday schedule](#).

Response Commitment

Next business day

You will receive an initial response by the next business day, the latest. Critical issues may receive faster acknowledgment based on priority.

What Support covers

Support is structured around defined categories that give both you and our team a shared understanding of what we handle together.

General Inquiry

Usage & Guidance

Questions about how to use features, workflows, documentation, or product capabilities. Includes how-to guidance and clarifications.

Service Request

Admin & Access

License management, user provisioning, access or permissions changes, configuration adjustments, and version upgrade assistance within scope.

Technical Issue / Bug

Defects & Errors

Software not behaving as documented. Includes functional defects, performance issues, data processing errors, API errors, and UI malfunctions.

SAAS Change Request

Infrastructure Changes

Planned modifications to Chemaxon-hosted environments. These may involve additional review or, in some cases, a commercial arrangement.

Incident

Service Disruption

Acute issues including full or partial service outages, security events, or compliance-related disruptions. These are automatically treated as high priority.

One Rule

One issue, one ticket

Each ticket should cover a single issue. If a new problem arises, a new ticket keeps everything clear and trackable for both sides.

Tip

Staying current with [Chemaxon releases](#) ensures you remain within the supported version window and benefit from the latest fixes, improvements, and security updates. Contact us if you have questions about your version status.

In scope and out of scope of Support

Some types of work fall outside the standard support scope and can be arranged separately as Additional Support. Understanding this distinction helps set the right expectations from the start.

In scope

Guidance on using Chemaxon software features and workflows

Investigating defects in supported software versions

License and access management for your account

Workarounds for reported technical issues

Response to service disruptions and incidents

Planned SaaS environment changes

Not included - out of scope

Training, onboarding, or structured learning programs

Custom development or modifications to Chemaxon software

Implementation or integration assistance for your environment

Support for third-party tools, integrations, or custom environments

On-site support or dedicated support arrangements

Feature development or enhancement of existing functionality

Professional Services

Work that falls outside support is available through separate commercial arrangements. If you have a request that may fall into this category, raise it through the [Support Portal](#) — we'll clarify the scope and connect you with the right team.

For exact details, please see the Support Service Agreement.

How your request is handled

Every ticket follows a clear, structured process — so you always know where things stand and what to expect next.

1 You submit a request

Via the Support Portal or email. Include as much detail as possible — steps to reproduce, screenshots, logs, and your software version. The more context you provide, the faster we can help.

2 Verification

Your ticket is reviewed by our team. We verify your license, classify the request type, set the appropriate priority, and route it to the right team. You'll receive an acknowledgment once this is done.

3 Investigation

Our team researches the issue. Where needed, we collaborate with product or engineering specialists internally. You'll be kept informed throughout — especially if the investigation is taking time.

4 Response

This may be a fix, a workaround, guidance, or clarification. If your request involves something outside the current scope — such as a feature enhancement — we'll communicate that clearly and close appropriately.

5 Resolution

You confirm the resolution, or the ticket closes automatically after 14 days in resolved status. You can reopen a ticket within 30 days if the original issue recurs.

Building a Better Support Experience.

Support works best as a collaboration. There are a few things that meaningfully improve the speed and quality of the help you receive.

- Provide clear, detailed descriptions of the issue including steps to reproduce
- Share relevant logs, screenshots, or file examples when applicable
- Ensure initial triage through your internal IT team where applicable before submitting
- Submit one ticket per issue — do not combine multiple problems in one request
- Respond to requests for additional information within a reasonable timeframe
- Submit via the Support Portal or email — other channels are not monitored

Our commitment to you

You should never be left wondering. At every stage, we aim to keep you informed — what is happening, what we are waiting for, and when the next update will come.

We apply the necessary effort to every request — investigating based on best practices, prioritizing critical issues, and focusing on scalable, sustainable resolutions. We do not guarantee resolution, but we commit to transparency and responsiveness throughout.

When you have a new idea

We value product feedback. Here's how enhancement requests are handled within the support context.

Scenario	What happens
Feature not on the roadmap	We will communicate this clearly and close the ticket. Your feedback is noted and shared with the product team.
Feature under consideration	We inform the relevant team and, later, you of its status, and keep the ticket updated as it progresses.
Custom development, integration needed	This falls outside support and would be scoped as a separate Professional Services engagement.

Chemaxon

Support Portal:

certara.atlassian.net/servicedesk/customer/portal

Email:

chemaxonsupport@certara.com

Hours:

Business hours, CET (09:00–17:00)

Channels:

Portal or Email only