Contact and support

Support for connected IdPs and SPs

The SURFconext team is the first point of contact for all questions, configuration changes, issues or incidents regarding SURFsecureID. The SURFconext team offers support to all Identity Providers and Service Providers, as well as users that act as a Registration Authority on behalf of the institution.

Make sure to read our manuals and Frequently Asked Questions (FAQ):

- Handleiding RA Management portal
- Handleiding RA-admin
- FAQ

Please contact us via: support@surfconext.nl

End-user support

End-users should contact their own local institution for support. A wiki with documentation for end-users is available here: NL/EN

Service Levels

The service levels of SURFsecureID are part of SURFconext. More information on the applicable service levels can be found at:

https://wiki.surfnet.nl/display/surfconextdev/Service+Levels

The SURFsecureID service levels are also part of SURF's formal Service Level Specification.