chrome enterprise

Chrome Enterprise
✔ support

As enterprises have become increasingly dependent on the web, it's never been more important to provide employees with a reliable, fast, and secure browsing experience. IT and security teams can access Chrome Enterprise support to help them navigate the challenges of enterprise browser management.

Chrome Enterprise support at a glance

- For 1,000+ users, with 12-month agreement±
- Priced per user or through site license
- Billed offline yearly
- Purchased via reseller

- Support for the latest Stable, Beta, and Dev versions of Chrome
- English and Japanese language support

- 24/7 direct online and phone access for unlimited cases
- Windows, Android, Mac, iOS, and Linux platform support

With Chrome Enterprise support you can:

Avoid potential disruption and employee downtime

- Get fast and reliable support from a team of experts at any time
- Get help setting up and managing Legacy Browser Support, which allows your users to seamlessly access older apps that are incompatible with modern browsers
- Seek guidance on best practices for deployment, management, and updating

Stay secure, compliant, and in control

- Ensure that only authorized and current admins are accessing services on behalf of your organization with highly secure, PIN-based access
- Get expert-level help managing and configuring hundreds of policies in Chrome's cloud management tool
- Get fast answers to your questions about managing from the Google Admin console

Give time back to your IT teams

- Benefit from automatic updates that eliminate manual patching and deployment, with Google experts on hand to troubleshoot any issues that may arise
- Experience fast response times, allowing IT teams to address issues quickly and avoid unnecessary calls to the service desk
- Report high-priority cases via phone or the online portal and receive a response within 1 hour

Your enterprise may already have access to Chrome Enterprise support

Chrome Enterprise support is included with some Google services. Organizations with Google Workspace*, Chrome Enterprise Upgrade*, or Google Cloud Platform (GCP) Enhanced and Premium Support can access Chrome Enterprise support at no additional cost.

→ **Learn more**

*100-license minimum required for organization-wide Chrome Enterprise support.

Free resources available to all customers

Chrome Enterprise offers multiple free resources that can help you troubleshoot issues and avoid user downtime.

Crbug.com

- Open source
- No SLAs
- Response time varies based on the severity of the issue or information provided by the reporter

Chrome Enterprise and Education Help Center

- Troubleshooting tips, best practices, and other helpful support information

Chrome Enterprise and Education Help Community

- Post your question and get answers from other users like you
- View other user's questions

→ **To learn more about Chrome Enterprise support, visit g.co/chromeenterprise/support**