

How to receive NetBox Hourly Support for Expired SUSP

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Overview

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Procedure Steps

1. Email the required info below to supportorders@honeywell.com for them to send you an invoice for hourly NetBox support.
2. Required Info in email:
 - NetBox PART: S2-SUSP-HOURLY
 - VAR Name
 - End User Name
 - License Identifier
 - 2 hour minimum for \$416 total one time use.
3. Once the VAR receives the invoice go to: <https://connect.lenels2.com/s/login/>
 - Ensure you are not logged into Connect and if you are, log out.
4. Click on "Invoice Payments" and fill out the credit card information along with the Invoice Number and that it is for NetBox hourly support.
5. Once paid the VAR contact can email the confirmation number or call back into technical support on their existing case number that they were denied on and provide the payment confirmation number to receive assistance.

Applies To

NetBox Ecosystem

Additional Information/Troubleshooting

N/A

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