



Support options for Parallels products

- Parallels Desktop for Mac Business Edition
 - Parallels Remote Application Server
 - Parallels Desktop for Mac App Store Edition
 - Parallels Access
 - Parallels Desktop for Mac Pro Edition
 - Parallels Toolbox
 - Parallels Desktop for Mac Standard Edition
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Note: If you don't see support options, make sure to register your product key and then proceed to [Support](#). To register a key, click 'Register Key' in Parallels My Account navigation bar.

Parallels products family has a variety of products, from simple one-click tools to complex server solutions. Available support options depend on selected product and registered licenses or support contracts. See the details below.

Parallels Desktop for Mac

- If you have a **permanent** license for Parallels Desktop for Mac, you are eligible for **phone** and **chat** support **for 30 days** after the license registration and **email support for 24 months** from the Parallels Desktop version **release date**. Visit [KB 123560](#) to check free email support availability for your version.
- If you have a **subscription** for Parallels Desktop for Mac, you are eligible for **phone**, **chat** and **email** support for the subscription **lifetime**.

Parallels Remote Application Server

- If you have an **active subscription** or valid **Service Provider License Agreement** license for Parallels Remote Application Server, you are eligible for **phone** and **email** support **while the subscription is valid**.
- If you have a **permanent license**, support can be provided only in case you have valid **support insurance** and the version of your Remote Application Server did not reach [End of Support](#).
- If you have a **trial license**, please choose **Presales & Purchase** category to get support.

Parallels Access

- If you have an **active paid subscription**, you are eligible for **phone**, **chat**, and **email** support **until April 30, 2024**. Learn more in [KB 130090](#).

Parallels Toolbox

- Parallels Toolbox is supported through **Social Media channels**.
 - ◆ [Twitter](#)
 - ◆ [Facebook Messenger](#)
 - ◆ [Parallels Forums](#)
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