opentext™



What to expect

Managing your OpenText subscription

Once your OpenText subscription has been provisioned, you can expect to receive a Welcome email which will contain the next steps and expectations. These steps vary based upon the product that was purchased through OpenText (Carbonite, Webroot, Zix).

For more information, please refer to the following:

Webroot Reference Guide

Carbonite Endpoint Reference Guide

Carbonite Backup for Microsoft 365 Reference Guide

Zix Reference Guide



Need help?

Carbonite Cloud-to-Cloud Backup

Phone: 1-888-576-4949 Email: support@zixcorp.com

Carbonite Endpoint Backup

Phone: 1-866-855-9555

Email: endpointsupport@carbonite.com

Knowledge Base

Carbonite Backup for Microsoft 365

Phone: 1-866-855-9555

Email: Office365Backup@Carbonite.com

Knowledge Base

Carbonite Server Backup

Phone: 1-866-855-9555 Email: support@evault.com

Knowledge Base

Carbonite Recover

Phone: 1-866-855-9555

Email: support@doubletake.com

Knowledge Base

Logging into OpenText:

Carbonite Login

Choose the corresponding subscription.

Webroot Login:

 If you are prompted to setup MFA by your administrator, please refer to the MFA quide.

Zix Login:

- Choose "Log In" in the top right corner.

