opentext™   **△ AppDirect**

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

Next steps

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 guide.

Zix Login:
- Choose "Log In" in the top right corner.

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