TechConnectIQ Support



LIFECYCLE IQ™ Services
by ROCKWELL AUTOMATION

Optimize production with a simpler, more connected support experience

Each day, you face new challenges that can make it difficult to meet production goals, reduce downtime risk and keep your workforce equipped with the right skills and tools. As your operations become more complex, you need support that is easier to understand, access and manage.

TechConnectIQ℠ Support helps you navigate these challenges with a unified support experience in myRockwellAutomation. From digital tools and technical expertise to software maintenance and workforce enablement, everything you need is quickly accessible through a single connected experience.

With TechConnectIQ Support, you can reduce effort, resolve issues faster and gain greater confidence that the right support is available when and where you need it. Whether you are troubleshooting an issue, supporting critical operations, managing software updates or developing workforce skills, you can quickly access the resources you need to keep your operations running with confidence.

Trusted global expertise

- 15 support centers globally
- More than 500 engineers
- 24x7 availability
- More than 2,000 support engagements received daily



TechConnectIQ Support solves your unique challenges

Your digital support experience starts with myRockwellAutomation.

Through myRockwellAutomation, you can:

- Search across multiple knowledge domains
- Manage software, services and support information
- Connect directly with technical experts through Click-to-Connect and Scheduled Callback
- Manage support interactions and notifications

Faster answers with less effort

Find answers faster through digital resources and connected support tools:

- Unified Search
- Knowledge resources
- Software and asset visibility

Connect with technical experts anytime

Quickly connect with experienced Rockwell Automation specialists when you need additional support:

- 24x7 support
- Technical specialists
- Troubleshooting assistance

Ongoing software and lifecycle value

Keep your systems current, supported and secure with:

- Software maintenance
- Software updates
- Lifecycle support

Modern tools that support your workforce

Help your team troubleshoot, learn and resolve issues more efficiently. Technology tools include:

- Digital Assist Library
- Live View Support™



Support options

	TechConnectIQ Basic	TechConnectIQ Standard	TechConnectIQ Professional
Online support center access	•	•	•
Digital onboarding	•	•	•
Software maintenance I	•	•	•
Firmware updates	•	•	•
Digital Assist Library	•	•	•
24/7 real-time support		•	•
Scheduled callback		•	•
Live View Support™		•*	•*
Software maintenance II		•	•
Professional priority access			•
Access to consultant-level engineers			•
Workforce assessment tools			•

• Included with support agreement.

* Not available in China.



Support features

TechConnectIQ | Basic

Online support center access - Authored and continually improved upon by Rockwell Automation Technical Support Engineers, our Knowledgebase contains over 100,000 articles and is viewed over 5.4M times a year. Search the Knowledgebase for answers to your questions, interact with peers through forums, submit questions online, bookmark information, request notification of upgrades and engage with Rockwell Automation engineers.

Digital onboarding - Unlock the benefits of your contract with our on-demand digital onboarding modules. Learn how to access and leverage all entitlements your agreement has to offer.

Software maintenance I - Stay up to date with access to all software update downloads.

Firmware updates - Access eligible Rockwell Automation firmware releases to help maintain system reliability, improve performance, enhance cybersecurity and support compatibility across your automation environment.

Digital Assist Library - Our cloud-hosted augmented reality library of work instructions brings a modern approach to learning how to troubleshoot and maintain Allen-Bradley® hardware. You can now use augmented reality to walk you through the proper steps to complete tasks.

TechConnectIQ | Standard

24/7 real-time support - TechConnectIQ™ offers standard 24x7 support globally. A team of highly skilled engineers with extensive industrial automation experience provides streamlined incident management with proactive follow-up. Real-time support engagements, remote desktop troubleshooting and click to connect directly from our Online Support Center.

Scheduled Callback - Easily schedule a time to work with our Remote Support Team on non-critical issues. Let us work with you on your schedule.

Live View Support™ tool - An enhanced support experience connects you with Rockwell Automation technical experts leveraging a live video feed and augmented reality annotations.

Software Maintenance II - Reduce cybersecurity risks and maximize your investment with access to software updates and emergency software replacements.

TechConnectIQ | Professional

Priority access - We will prioritize your support engagement to the front of the line to ensure you are connected as quickly as possible to help with your question.

Access to consultant-level engineers - Ability to schedule dedicated time with consultant-level engineers with decades of proven experience in industrial automation to help you understand your complex applications and be a subject matter expert you can depend on.

Workforce assessment tools - Receive access to tools to assess and baseline your workforce's competency in core automation systems.

Additional Workforce Services Options

Application support with optional remote monitoring - Enhance your workforce strategy and bridge capability gaps with our 24x7x365 remote service dedicated to complex or critical applications and systems that cannot afford unnecessary downtime. We are an extension of your team, equipped with your documentation, remote access and administration capabilities to resolve issues quickly and efficiently. Achieve improved asset utilization, lower maintenance costs and enhanced operational productivity with our dedicated support.

Learning+ training subscription - Closing skills gaps has never been easier than with a cloud-based Learning+ training subscription. Learning+ is a highly interactive training platform providing a combination of self-paced e-learning, in-class collaboration with instructors, labs and additional training content, all in a virtual environment. It's available on any device with an internet connection, giving you and your workforce the flexibility and convenience of learning when and where you need it.

Ready to simplify your support experience?

TechConnectIQ Support helps you access expertise, digital tools, software maintenance and workforce enablement capabilities through a more connected support experience.

To learn more about TechConnectIQ Support, **contact your Allen-Bradley® Authorized Distributor** or local **Rockwell Automation sales representative**, or visit rok.auto/techconnect.

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