



## Lightning Frequently Asked Questions (FAQs)

### What number do I call to reach the SOC?

919-228-2559

### How do I add or remove an ingestion source?

Step 1: Open a Support Ticket in the Lightning Customer Portal

Indicate the device type, relevant model, or operating system details. Share the contact person SilverSky will work with on this request and provide a timeframe for adding or removing the device.

Step 2: The SOC team will review the Support Ticket and assign it to the appropriate product team member

Step 3: The product team member will update the Support Ticket with details on the next steps for your device.

### Do you offer sessions to review the Lightning Portal and ask questions?

Each month, we offer a deep-dive demo into one or more sections of the Lightning Portal. We will answer any questions you have about the Lightning Portal. You may register to attend by accessing the registration link in the knowledge center.