












ENVERA | DEPARTMENTAL CONTACTS

DEPARTMENT	TEAM HOURS	WHEN TO REACH OUT	CONTACT INFO
SERVICE	Service Support 8am – 8pm EST Seven days a week	<ul style="list-style-type: none"> • System maintenance, equipment damage • Community+ Support (ABDI) 	 info.enverasystems.com/service  941-952-3719
	Security Investigations & Assessments 8am – 5pm EST Monday – Friday	<ul style="list-style-type: none"> • Request video retrieval 	
	Credentials 8am – 5pm EST Monday – Friday	<ul style="list-style-type: none"> • Order access credentials stickers, fobs, etc. 	
CENTRAL MONITORING OPERATIONS	Resident Services 7am – 7pm EST Seven days a week	<ul style="list-style-type: none"> • Submit registration forms • MyEnvera app assistance 	 myenvera@enverasystems.com  877-936-8372
	Account Services 8am – 6pm EST Monday – Friday <i>For property managers, developers, board members, and community contacts</i>	<ul style="list-style-type: none"> • Account questions, escalations • Amenity schedule changes • Update post orders or monitoring hours • Community training for designated contacts 	 accountservices@enverasystems.com  941-786-0695
SALES	Your Local Consultant 8am – 5pm EST Monday – Friday	<ul style="list-style-type: none"> • Renewal and client agreement questions • New installations • System add-ons 	 sales@enverasystems.com  855-936-8372
ACCOUNTING	Accounts Receivable 8am – 5pm EST Monday – Friday	<ul style="list-style-type: none"> • Billing inquiries 	 ar@enverasystems.com  941-786-0695
ONBOARDING & SYSTEM INTEGRATION	Onboarding Specialist or Project Manager 8am – 5pm EST Monday – Friday	<ul style="list-style-type: none"> • Questions prior to system turning on <i>processes, timeline, training, etc</i> • Installation questions 	Contact your assigned Project Manager or  onboarding@enverasystems.com

Emergency outside of business hours?

Our operating center is staffed 24/7 at **877-9-ENVERA** (36-8372)