



## Envera Department Contacts

Should you need to speak to someone *outside of standard business hours (M-F 8am-5pm EST)*, our operating center is staffed 24 hours a day, 7 days a week. You can reach us at 877-9-ENVERA (36-8372). Please note, our Resident Services team is available from 8:00am – 6:00pm EST, seven days a week. During the overnight hours, a supervisor is available via our main number for emergencies. Envera will respond to **emergency issues within 24 hours**. If you feel your call needs to be escalated, please ask for a supervisor or department manager. Please visit <https://enverasystems.com/clientresources> for helpful information, tutorials, user guides, and more.

Department	Email/Website	Direct Phone	Teams	When to Contact
Service	<a href="https://info.enverasystems.com/service">info.enverasystems.com/service</a>	(941) 952-3719	<b>Service Support</b> <i>8:00am – 8:00pm EST,  seven days a week</i>	<ul style="list-style-type: none"> <li>- Report equipment malfunction</li> <li>- Report equipment damage</li> <li>- Request system maintenance</li> </ul>
			<b>Security Investigations &amp; Assessments</b> <i>8:00am – 5:00pm EST,  Monday – Friday</i>	<ul style="list-style-type: none"> <li>- Request video retrieval</li> </ul>
			<b>Credentials</b> <i>8:00am – 5:00pm EST,  Monday – Friday</i>	<ul style="list-style-type: none"> <li>- Order access credentials (stickers, decals, fobs, cards, etc.)</li> </ul>
Central Monitoring Operations	<a href="mailto:myenvera@enverasystems.com">myenvera@enverasystems.com</a>	(877) 936-8372	<b>Resident Services</b> <i>8:00am – 6:00pm EST,  seven days a week</i>	<ul style="list-style-type: none"> <li>- Submit registration forms</li> <li>- MyEnvera questions</li> <li>- Emergency calls will be addressed 24 hours a day</li> </ul>
	<a href="mailto:accountservices@enverasystems.com">accountservices@enverasystems.com</a>	(941) 786-0695	<b>Account Services</b> <i>9:00am – 6:00pm EST,  Monday – Friday</i>	<ul style="list-style-type: none"> <li>- ONLY for property managers, developers, board members, and other community contacts</li> <li>- Account questions &amp; escalations</li> <li>- Renewal and client agreement questions</li> <li>- Gate/Amenity schedule changes</li> <li>- Update post orders or monitoring hours</li> <li>- Community training for designated contacts as needed</li> </ul>
Sales	<a href="mailto:sales@enverasystems.com">sales@enverasystems.com</a>	(855) 936-8372	<b>Your Local Consultant</b> <i>8:00am – 5:00pm EST,  Monday – Friday</i>	<ul style="list-style-type: none"> <li>- New installations</li> <li>- System add-ons</li> </ul>
Accounting	<a href="mailto:ar@enverasystems.com">ar@enverasystems.com</a>	(941) 556-0743	<b>Accounts Receivable</b> <i>8:00am – 5:00pm EST,  Monday – Friday</i>	<ul style="list-style-type: none"> <li>- Billing inquiries</li> </ul>
Onboarding & System Integration	<a href="mailto:onboarding@enverasystems.com">onboarding@enverasystems.com</a>		<b>Your Onboarding Specialist/Project Manager</b> <i>8:00am – 5:00pm EST,  Monday – Friday</i>	<ul style="list-style-type: none"> <li>- Questions prior to system turning on (onboarding process, timeline, resident/property manager training)</li> <li>- Installation questions</li> </ul>