

“How to Get Support” Quick Start Guide

Your Customer Care Team of qualified IT Support Specialists are at your service 24/7/365. We look forward to making sure your systems are operational, and any issues are addressed and resolved in a timely manner. To better meet your needs, we offer **two** options for submitting support requests.

1. For non-urgent issues and requests: email us at help@acts360.com

- Emails sent to **help@acts360.com** from a company email address will automatically generate a Service Ticket, and you should receive an automated response acknowledging receipt of your email with a unique ticket number. The ticket automatically enters our support queue and will be assigned to the next available technician. It is important that you include the **computer name** (or Service Tag) and a **description** of the issue for faster diagnosis.
- Future notifications and communication from the technical specialist working the ticket will come from **help@acts360.com** with the ticket number in the subject line. Please always respond by clicking “Reply”, and your response will automatically enter the appropriate ticket.

2. For urgent issues and requests call us at 813-657-0849

- **Our customer Care Team is available during regular business hours (8:00 AM EST – 5:00 PM EST)**
- Any calls during this time will enter our technical support queue and will be answered by a dispatcher in the order that the call was received. The dispatcher will create a ticket and assign it to the next available technician.

Our after-hours recording will give callers the option to leave a message in our **emergency voice mailbox**. Please leave a message, and an automated alert will notify our On-Call Technician. Be advised that work done outside of regular business hours may incur a Time & Materials charge if the work requested falls outside the scope of the signed contract for covered after-hours services. Voicemails left for non-emergencies will be addressed the following business day.