

How To Get Support

We look forward to supporting your business needs and resolving any issues in a timely manner. We offer two options for submitting support requests. A dispatcher will review the support request and create a corresponding ticket to be assigned during regular business hours (Monday - Friday, 8AM EST to 5PM EST).



For non-urgent issues and requests, e-mail us at help@acts360.com.

E-mails will automatically generate a Service Ticket and you should receive an automated response acknowledging receipt of your e-mail with a unique ticket number.



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

Phone calls to our technical support queue during regular business hours will be answered by a dispatcher in the order that the call was received.

Seeking help outside of our regular business hours? Go ahead and call our main support number indicated above and you will be presented with two options for technical assistance.

1. Leave a voicemail in our voice mailbox with your name, company, call back number, and a brief description of the issue to be addressed the following business day.
2. Connect with a live operator who will bridge you to our On Call Technician. Please be advised that work completed outside of regular business hours may incur a Time & Materials charge if the work requested falls outside the scope of your signed contract. If you have any questions regarding the details of the contract, please reach out to your Sales representative.

PRO TIPS:

- Include the computer name (or Service Tag) of your device along with a description of the issue for faster diagnosis. Supporting pictures or screenshots can be extremely helpful.
- Ticket notifications and correspondence will come from help@acts360.com with the ticket number in the subject line. Always respond by clicking "Reply All" to ensure your response is automatically logged into the correct ticket.

For more information, visit our Help Desk Support web page at acts360.com/help.