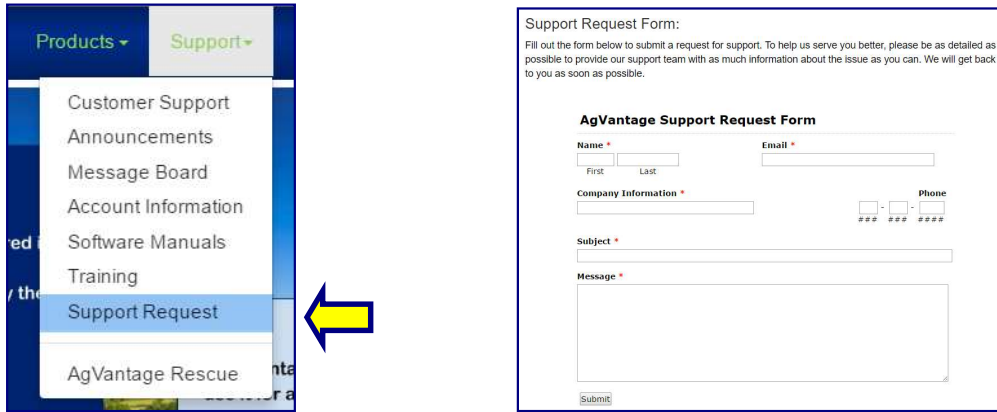




As of January 24th, we are launching two new ways to get your support questions answered.

Online Support Request Form

Fill in the new Online Support Request form on our website to generate an email to our support staff. This will create a request to the support team for callback. To help us serve you better, please provide as much detail as possible, including errors you may be receiving about your issue. This new form can be found on our website under the Support menu, called Support Request.



Online Dispatch

New to the homepage of our website, in the lower right hand corner, is an online support/dispatch request. Click on the window to enlarge it and fill out the form to initiate a session to the online dispatcher. Use the Online Dispatch to ask questions or to put in a support request for a callback. Please note that while this feature allows us to chat in real time with you, it's intended purpose is to enter support call requests and ask general questions the dispatcher may be able to handle. If the dispatcher is helping another customer, you will be placed in the queue and helped in a timely manner. If the online dispatch is offline or away, it will say so, and your question will be submitted to our support staff via email.

