

Contacting Support

If you are experiencing a critical/emergency issue, please call 216-662-3200 x2 during normal business hours.



Email

(Standard/non-emergency)

Please include the following information:

- Description of the issue on the subject line.
- Details of the issue in the body of the email.
 - Impact of issue (one, few or all users)
 - When did the problem begin
 - Has Accellis worked on this issue before? Ticket #?
 - What is the best way to contact you?
 - Screenshots if available of the error.
 - Anything you've tried to resolve the issue.

Send Email to:

Support@accellis.com

Once you email support, a ticket will automatically be generated and you will receive an email confirmation.



Chat

(Real Time Support)

During Business Hours

(7am-7pm Monday-Friday)

Use the Accellis Icon on your desktop to access Accellis chat.

- Select a chat with Accellis Connect
- Enter Name, email address and a summary of the issue. Start chatting.
- The entire chat will be documented in a ticket when the chat comes to an end.



Text

(Standard/non-emergency)

During Business Hours

(7am-7pm Monday-Friday)

- Text 216-677-3923
- Include your cell number, name, your company name and description of issue.
- We will respond via text for support assistance.



Phone

(Emergency/Standard)

During Business Hours

(7am-7pm Monday-Friday)

- Call 216-662-3200 x2
- Select Option 1 for companywide outage.
- Select Option 2 for standard support options. Please leave a voicemail to open a support ticket.

After Business Hours

(7pm-11pm Monday-Friday, 8-5 Sat. & Sun.)

- Call 216-662-3200 for after hour support.
- Follow the instructions.
- Your call will be routed to our on-call voicemail, if you leave voicemail, you will receive a call back. This work will be subject to after hour charges.

Please include the following information with the on-call technician voicemail:

- Your name
- The company you are coming from
- A brief description of the issue & deadlines related to the issue
- The best call back number to reach you
- Note – Voicemails left in the general support mailbox outside of business hours will not be responded to until the next business day.

