

Getting Help

From time to time we run into issues, errors and total conundrums, and we at CSSI know just how frustrating that can be. But don't worry – when you run into trouble, we'll be here for you. Here are some things you can do to help us get you back into shape as soon as possible.

Help Us Help You!

Follow these simple steps when submitting a support issue:

- H** - Have error message information ready for the support team
- E** - Explain who has the issue and what steps they took to generate the error
- L** - Lookback and make sure you provided the complete error
- P** - Plan to let us know if any changes have been made to the environment
- U** - Use screenshots if you can, they are always helpful for our support team
- S** - Send the information to support@cssi.com so that our support team can help you

That last one is extra important. By sending your request to support@cssi.com instead of an individual team member, we can be sure that you'll get help in a timely manner, especially if one of us is out of the office.

What Happens Next?

First, you'll receive an automated email with your case number. Then, you'll hear from a member of our support staff within 1 business day or less!

We track your ticket using the unique case number assigned to your request. This means that you will see '#12345678.09' in the subject line of our email correspondence. We will always do our best to keep you up-to-date on the status of your case.

We pride ourselves in our responsiveness and our ability to give you the support you need fast. Know that once we receive your request, we'll investigate the issue as quickly as possible and find the fix.

Call Us!

We like it when you call us! Crazy, right? It's true – we love talking to our customers and encourage you to give us a ring whether you have a major problem or just a quick question. Our number is **(570) 524-4424**. Give us a call anytime.