

Iconasys Servicedesk Chat

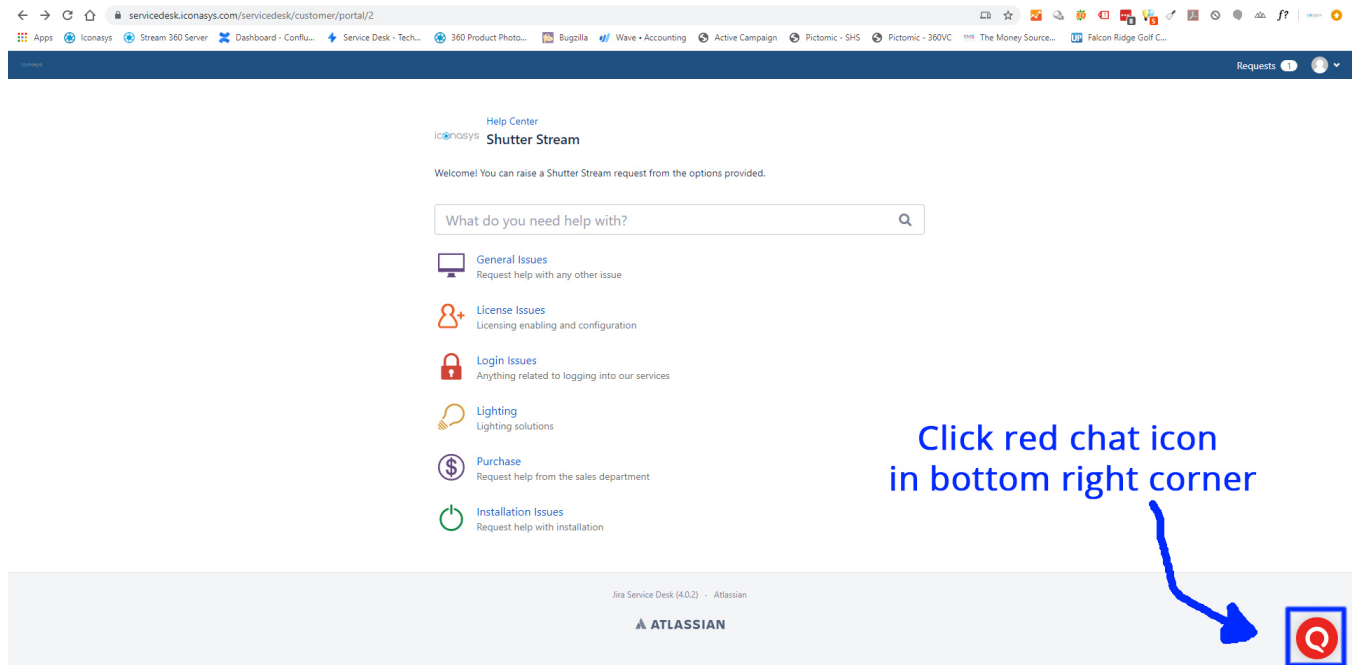
For a faster reply from our support team, we recommend Chat option. Mainly during standard working hours, 9 a.m. - 5 p.m. E.S.T. (New York, U.S.A. time zone).

If you don't have an account for this, when you write a brand new e-mail support@iconasys.com , a ticket gets automatically created, for a new issue you might have.

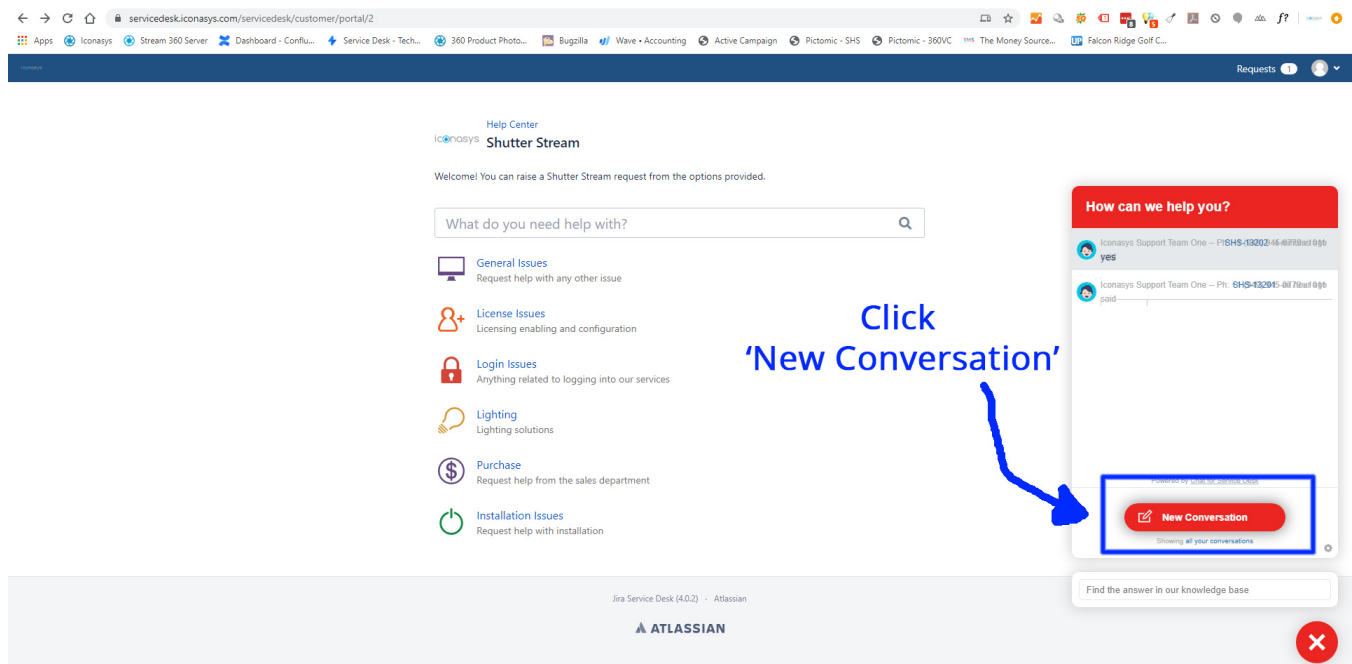
For more info on using our customer portal for support and chat, please go to:

<https://confluence.iconasys.com/display/SHSKB/Using+Our+Service-desk+Customer+Portal>


After you log in the portal, you got the chat icon, in the lower right corner (e-mail support if you can't reset login password):



Click New Conversation button, to start a new chat about an issue or multiple issues (a ticket gets automatically created as well):



Type message to start the chat. You'll get an automated reply, asking for more details about the issue, hardware setup, software versions:

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For any support related questions, please contact support@iconasys.com