Submitting a Support Request to arielMIS, Inc.

Information to Provide

When requesting support, please include as much of the following information as possible:

1. A brief description of the problem. Examples: "Having trouble printing", "Can't connect to the network", "Install Microsoft Office", etc. Put this in the Subject line of your email if you are sending in your ticket to support@arielmis.com.

2. The date and time the issue first occurred and as much information as possible about what you were doing at the time.

3. How many users are affected by the issue.

4. If you are receiving an error message, please give us the detailed error message. If you can provide screen shots of the issue, that is extremely helpful.

5. If your issue is urgent, please put "Urgent" in the subject line of your email or mention it in your voice mail.

6. If the issue can be reproduced please provide detailed steps to recreate the problem.

7. Provide a call back number or email address and a timeframe when you can be contacted. If you are reporting for someone else, please provide us with the information to contact them directly.

Option 1: Email to support@arielmis.com

For most situations, email is the best way to get your issue resolved efficiently. Our support email box is monitored between 8:00am and 5:00pm, Monday through Friday, and is reviewed periodically after hours and over the weekend by our on-call technicians.

When your email is received, you will get an automated acknowledgement, which will confirm that the support ticket is in our system.

If you have additional information to provide, please do so by replying to the acknowledgement email rather than sending a new email. This prevents a second ticket from being created.

Option 2: Call our Support Line (303-415-0266, Option 3)

If your issue is urgent, or if you need help outside of business hours, please call our support line. Be sure to leave a message if you reach the support voicemail box. All voicemail messages are immediately forwarded to all on-call technicians.