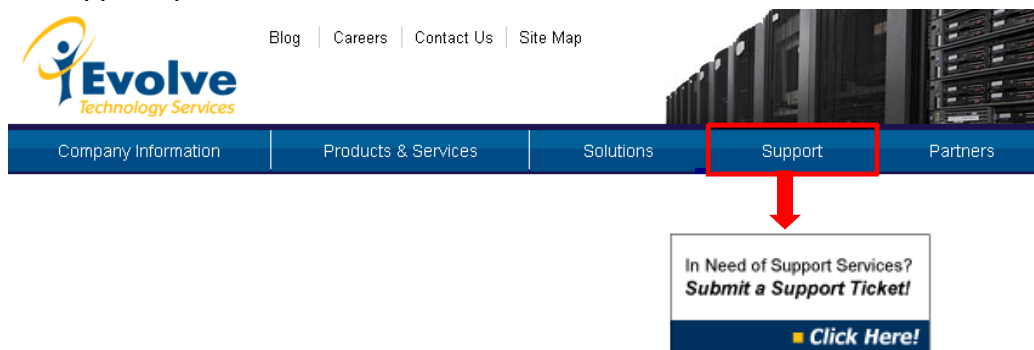


Technical Support- Opening a Support Ticket

If you are in need of technical services, you have several options for opening a service ticket.

Business Hours: Monday-Friday 8:00am- 5:00pm

1. E-mail your service request to support@i-evolve.com
You'll want to include your name, company name, contact number and a description of the issue you're having. Our ticketing system will alert our Support Team and get your issue in the queue for resolution. You will receive a response email letting you know your ticket number.
2. You can call our offices at 716.505.8324 (TECH) A representative can assist you in opening up a support ticket or you can leave a voicemail in our support mailbox. The voicemail directly notifies our support team and opens up a ticket within the support queue.
3. Visit us on the web at www.i-evolve.com and use the SUBMIT A SUPPORT TICKET icon under the SUPPORT tab. Supply us with all the requested information and a ticket will be opened up within the support queue.



After Hours: Weekends, Holidays, Weekdays after 5:00pm

1. Call our offices at 716.505.8324 (TECH). Press 2 for Emergency Service. Your call will be directed to a representative who will notify an I-Evolve technician about the issue. Please be aware there may be additional charges for after hours support.