



Contacting Tech Support

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INTRODUCTION

This guide is to aid you in reaching out to our tech support staff for any additional questions or help. To book an appointment, click [HERE](#).

Step 1 — Choosing a Date & Time

The left screenshot shows a calendar for June 2021. The date 22 is highlighted in a green box. The time 11:45 am is selected. The right screenshot shows a time selection grid with 11:45 am highlighted in a blue box. The time zone dropdown menu is highlighted in a purple box, and a purple arrow points to it.

- Go to the EMS Tech Support Booking page [HERE](#).
- Click on the arrows (shown in the orange box) to first choose a month (Shown by the orange arrow).
- Click on an available day of your chosen month you are free to book an tech support call (Shown by the green box).
 - ⓘ Some days may be greyed out, this is because those days are unavailable for technical support.
- Select an available time on your chosen day for your tech support call (Shown by the blue box).
 - ✎ Confirm the correct time zone is being used to book your appointment (Shown by the purple box). If you need to change it, click the drop down arrow (Shown by the purple arrow) to find and select the correct time zone.

Step 2 — Adding Your Details

The left screenshot shows a calendar interface with a date picker. The date 22 is selected. Below the calendar, there is a form titled "Add your details". The form includes fields for Name, Email, Phone number (optional), Address (optional), and a Notes (optional) text area. A "Book" button is located at the bottom of the form.

The right screenshot shows the same form with sample data filled in. The Name field contains "John Smith", the Email field contains "your.name@email.com", the Phone number field contains "9725355555", and the Address field contains "123 Real Street, City, State". The Notes field contains "My mobile computer is having problems with it's XYZ". A red box highlights the "Book" button.

- Below the date and time of your appointment, there is a form to put in your details.
- Fill out all information accordingly.
 - ❗ Your name and email are required but your phone and address are optional but will both help our tech support team aid you.
- To help streamline the Technical Support call, under "Notes," add the product you are contacting us about.
 - ❗ We suggest having the Part Number and Serial Number in the notes for the appointment (if applicable).
- A completed booking is shown in Image 2.
- Complete the Booking by clicking 'Book' at the bottom of the page (Shown by the red box).