



Contacting Support

If you are experiencing a critical/emergency issue, please call 216-916-0639.

Instructions for requesting IT support:



PHONE

(for urgent/emergency issues)

During Business Hours

(8:00a-5:00p EST, M-F):

Call 216-916-0639 and select option 1

to speak with a member of our support team and to open a service request.

After Business Hours

For emergency support after business hours,

call 216-916-0639 and select option 9

- Your call will be routed to our on-call technician. If you leave a voicemail, you will receive a call back in 1 hour or less.
- Please make sure to leave the following information if you reach the on-call technician voicemail:
 - » Your name
 - » The company you are calling for
 - » A brief description of the issue
 - » The best call back number to reach you
- NOTE: Voicemails left in the general support mailbox outside of business hours will not be responded to until the next business day.



EMAIL

(for standard/non-emergency requests)

Please include the following:

- Description of issue in subject line
- Details of issue in the body of the email
 - Impact of issues (you, multiple users, entire location or company)
 - Any errors, messages or alerts you are seeing
 - How long the problem has occurred
 - If this is an update to a new or existing issue
 - The best way to contact you (if by phone, please specify a number, and extension if required)
 - The name of your computer, if available
- Please include screenshots of the issue, if possible.

Send email to help@calyxit.com

- A ticket will automatically be generated and you will receive an email confirmation

