Alignex Customer Support Instructions

Technical Support Couldn't Be Easier!

Alignex offers our customers complete software support under a variety of contract options. To help us more effectively serve your support needs, we ask you to share the following tech support instructions with your team. Following these instructions ensures your issues are logged, tracked and resolved promptly.

STEP 1: Call the Alignex Help Desk

Phone Guidelines

1. All the numbers listed below will take you directly to the Alignex HELP DESK.

2. When one of the Alignex Support Specialists answers the phone please tell us your name and company name.

3. Then just tell us what your problem or question is and the Alignex Support Specialist will start helping you right away!

4. Live phone support is available Monday - Friday from 8:00am - 5:00pm CST.

Contact Technical Support

Toll Free:
(866) 378-6829 EXT 6

Local Eastern Wisconsin:
(414) 944-9320

Local Minnesota:
(952) 224-5334

Local Western Wisconsin:
(715) 737-9086

Local Nebraska:
(402) 401-7172

Fax:
(952) 888-1355

Local Colorado:
(720) 496-2106

Email:
support@alignex.com

Local Iowa:
(515) 346-3406

Web:
www.alignex.com/support

FTP:
ftp://ftp.alignex.com
(Call the Alignex HELP DESK for more information)

STEP 2: Email us at support@alignex.com

Email Guidelines

1. If you aren't near a phone or its after regular business hours, you can start a support ticket 24/7 with our HELP DESK by just sending an email to support@alignex.com. Our system will automatically route your email to our ticketing database and create a ticket that our Alignex Support Specialists will see the next business day.

2. Please use your work email, as opposed to your personal email, as this assists our system of assigning the ticket to the right person in our support database.

3. For the subject line of your email, please put a short description of your problem or question.

4. For the body of the email, fill in a more detailed description with screen captures or pictures.

5. Feel free to attach sample or example files as long as they are less then 10 MB's.

6. If your files are bigger than 10 MB's then see the next step for FTP instructions.

STEP 3: Transfer Large Data Files through the Alignex Web/FTP Server *(Optional)*

FTP Guidelines

If you need to have us look at your data and it's too big to email, please talk to one of our Alignex Support Specialists by phone and they can get you all the details regarding using our FTP site for file transfer.

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