



## 7 Ways to Contact Devolutions' Support Team



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**IT'S NECESSARY  
OR DESIRABLE TO  
GET IN TOUCH  
WITH AN EXPERT**

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Isn't it frustrating when you need support from a business, but trying to connect with them is a tedious experience? There's even one business (which I won't name!) that deliberately makes it virtually impossible to find their contact information. Honestly, even [Sherlock Holmes](#) would give up and retire.

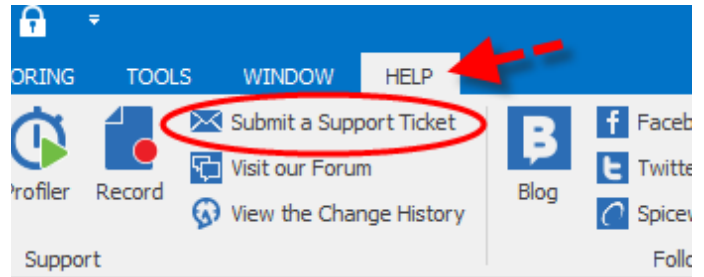
Here at Devolutions, we have an enormous — and growing — library of on-demand help content, which you'll find in our [Online Support Portal](#). However, sometimes it's necessary or desirable to get in touch with an expert. That's why we offer you 7 (yes, 7!) ways to get in touch with our support team:

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## 1- SUBMIT A SUPPORT TICKET

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This is the BEST way to let our support team know that you need assistance. To make things even easier, you can even submit a ticket from within Remote Desktop Manager. Once your ticket is received, a member of our support team will get in touch and either provide a clear answer to your question, or work with you to get further information and resolve your issue.



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## 2- POST IN OUR FORUM

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[Posting in our forum](#) is another fast and easy way to get support. Simply choose the applicable product (e.g. Devolutions Server), select the "Support" category, and post a new topic. Or, you can search to see if another member of our community has posted a similar question. If they have, you can access the solution (or other advice) immediately.



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## 3- SEND AN EMAIL

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If you're an email fan, then we have you covered: you can reach us at [support@devolutions.net](mailto:support@devolutions.net). If you choose this option, please try and provide as much information about your problem or scenario as possible. Feel free to include a screenshot as well if that helps describe your issue.



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## 4- LIVE CHAT

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
You can also launch a live chat during our normal business hours (Monday to Friday 7:30 AM to 6:00 PM EST/-5 GMT), and connect directly with a member of our support team. Just click the "Live Chat" icon  in our website.



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## 5- CALL US

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There are two ways to connect with us by phone during normal business hours. First, you can call 844.463.0419 (the country code is "1" if you're calling outside of the US and Canada). Second, you can fill out the "Call Me" form and we'll give you a call (just click the icon  at the top in our [website](#)).



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## 6- TWEET US

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You can reach our support team on Twitter: [@DevolutionsHelp](https://twitter.com/DevolutionsHelp). However, with only 140 characters, it's probably going to be better if you submit a ticket instead, since you can go into details and clearly describe your issue.



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## 7- MEET US IN PERSON!

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Ok, I know it may not be the most practical option, but if you're ever in our part of the world, you are always welcome to stop by Devolutions HQ and talk to our support team. And while you're here, you can play some pinball and foosball, and enjoy free food and drinks. *Party! Party! Party!*

## What if You Need Sales Help?

Getting in touch with our amazing inside sales team is also easy and fast. Here are the 3 best ways to get in touch:

- Send an email to [sales@devolutions.net](mailto:sales@devolutions.net)
- Call 844.463.0419 during normal business hours.
- Launch a live chat during normal business hours.

Our sales team will learn about your specific challenges and goals, honestly answer your questions, and customize a solution that fits your requirements and your budget.

## Are We Missing Any Channels?

Is there any other communication channel you would like us to use? If so, then please comment below, or email me at [dsthilaire@devolutions.net](mailto:dsthilaire@devolutions.net). You can also get in touch with me directly at anytime, and I'll make sure that your inquiry is directed to the right team or individual.