Getting Started with aACE 5 Support

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Welcome!

At aACE Software, we are dedicated to helping you get the most out of your aACE solution. You can use the following resources:

Self-Service Help Center

Our help guides here are grouped into sections based on aACE functionality. The articles are written in an easy to use, step-by-step format. The Help Center is updated regularly with new help guides, so check back often.

To use the Help Center, you can:

- Search for keywords or phrases in the search bar at the top of each page
- Browse through sections listed on the home page
- Click the menu button in the top-left (☰) to drill down into categories and sections

If you don't find the answer you're looking for, you can submit a ticket.

Support Tickets

If you don't find what you're looking for in the Help Center, follow these steps to open a ticket and become a user in our help system:

1. Email us at support@aACEsoft.com with a detailed description of the issue or request, including detailed steps taken to recreate the issue (if applicable) and the timeframe in which you need a response, or click "Contact Us" above and input that same information into the form provided. Please note that the email address you use to open a ticket will be the email address you will use within our help system to receive updates and respond to tickets.
2. If this is your first time using our support system, look for an email with the subject line "aACEsoft Support welcome email." You will be prompted to verify your account and create a password. If you do not receive this email within 24 hours, please check your spam filter before resubmitting your ticket.
3. You will receive a separate email acknowledging receipt of your ticket. This will include a link to your ticket in our support system, where you can check its status and converse with our knowledgeable agents. When logged into our Help Center, you can click on

your name at the top right corner of this page and select "My Activities" from the drop-down menu to view a list of your open tickets.

When one of our agents responds to your ticket, you will be notified via email. You can reply to the thread via email or by clicking the link to view your ticket in our help system.

Telephone Support

When you have an urgent problem and need to talk it through with one of our agents, call our support desk at 212-532-1378 x202 on Monday through Friday from 9:00 a.m. to 5:00 p.m. ET. You'll find our support staff to be friendly, knowledgeable, and ready to help you get the most out of aACE.