

Why should I use electronic support?

You solve problems faster using electronic support because you avoid phone tag and hold time. You also receive answers in writing for future reference.

How do I initiate an electronic support request?

First use the Self Support features, including Hot Topics, Knowledge Base and Downloads, to resolve your problem. If you are unable to find a solution in the Self Support:

- Choose “New Support Request” and fill out the form. Be sure to describe all relevant details about your problem, including the exact error message.
- Once you submit your request, your new request will automatically appear in the list of recent support requests. You may be contacted by a support representative, but will most likely receive the solution via e-mail.

When should I use electronic support versus telephone support?

Electronic support should be used for non-critical issues, such as:

- How-to questions
- Process and feature questions
- Checking on the status of current problems

Telephone support should be used when the support situation is complex or involves a mission-critical business process that is halted. Such as:

- System-down situations
- Situations where an operation vital to your company's success cannot be performed.

Can I send attachments?

Yes, you may add file attachments to individual electronic support requests, such as screenshots or data.

- Up to three separate files can be sent with each case. Please zip large files for faster upload.

What is the difference between update and reopen in the Existing Support Requests area?

- "Update" means you can send the support engineer more details regarding that incident while the case is still open. You and the analyst can continue to update that case until it is resolved.
- "Open" should be used after the case was closed and you find that the suggested resolution did not resolve the issue. You can reopen the case from the web and continue on the same issue. If the case is closed for more than 30 days, only the support analyst can reopen the case.

What guarantees apply to electronic support incidents?

Response times are the same on electronic support incidents as for phone calls.

How can I call Diamond Software Support?

Call Diamond Software Support at (780)-944-1677

What are Diamond Software Support's hours?

Diamond Software Support operates from 8 am – 4:30 pm MT Monday through Friday.

If you encounter any errors or have any questions regarding eSupport, please e-mail

support@diamondsoftware.com.