**A close up of a logo

Description automatically generated**

**Email Support with Simple Helix**

* Email support@simplehelix.com at any time
* Please put as much detail as you can within the title and body of the email
* This will create a ticket on your behalf within your organization
* An agent will respond to your request within 3 hours during business hours

**Portal Support with Simple Helix**

* Our website portal for support tickets is <https://portal.simplehelix.com/portal/>
* There will already be an account generated for any Technical Assent users
  + If you’ve never signed in before, you’ll need to perform a password reset
  + Select “Forgotten Password?” on the home screen
* Once signed in, you will be able to submit a help desk ticket
* Please put as much info about the issue in the ticket as possible

**Phone Support with Simple Helix**

* We can be reached by phone during the business hours of 8 am – 5pm CST
* Our phone number is **256-704-1041 opt 2**. This will take you straight to Managed Services
* Our techs may all be on the phone/busy at any given time, so you can open a ticket with another method, or call back later in the day

**System Tray**

* You can submit a ticket right from the system tray. Click on the icon with 3 orange lines within the system tray, and you’ll be presented with 2-3 options to contact us.