

# How to Open An AiCure Technical Support Ticket

## **Q. How do I submit a ticket with the AiCure Support Team?**

**A.** We have 5 methods of contacting our support team:

- 1. Over the Phone:** Our Tier 1 Support can assist with multi-lingual basic troubleshooting 24/7/365. Issues requiring more advanced assistance can be transferred to our Tier 2 support, operating from 5AM - 8PM ET weekdays. Please refer to our article entitled [AiCure Support Phone Numbers by Country](#) for a list of our support phone number based on your location.
- 2. Help Center Submit a Request Form:** Submit a ticket using the “Submit a Request” button on the top right corner of our Help Center ([support.aicure.com](https://support.aicure.com)). Ensure you are selecting the correct category under the “What would you like to get help with?” dropdown so your ticket is sent to the appropriate team and provide as much information regarding your issue as you can.
- 3. Email:** You can reach out to [support@aicure.com](mailto:support@aicure.com). Please be sure to include all pertinent information such as your Trial ID, Site ID (if applicable), and Participant ID. Be as detailed as possible so we may provide the quickest assistance.
- 4. Live Chat:** On the Help Center click on the Chat bubble icon in the lower righthand corner. Then select “Talk to a Human” to be connected to one of our agents. Our Tier 2 Support Team are available 9AM - 6PM ET to chat with you about your issue.
- 5. Text/SMS:** Site users or sponsors can send text messages to 18556242873. We only respond to sent messages once we receive the inbound issue message from the Site or Sponsor user. We never initiate a proactive, promotional, or marketing-related Text/SMS. Once the issue has been resolved and the ticket closed and will be considered as an opt-out; the Site/Sponsor will no longer receive messages for this ticket. SMS opt-in or phone numbers for SMS, are not being shared. You can reply stop to opt-out at any time.

## **Q. Can I instruct my patients/participants to reach out to AiCure directly for assistance?**

**A.** No. We are happy to assist, however to preserve their privacy, we cannot interact directly with participants. We ask that all Study/Site Coordinators submit these requests on behalf of their participants. While working with our support team to troubleshoot your issue, please also be sure to redact any participant PII from screenshots or images you share with us such as phone numbers, faces, names, etc.