

# Getting Started with aACE 6 Support

Last Modified on 10/16/2025 11:37 am EDT

This guide explains the various ways to get support for aACE. It is intended for beginning users.

## Welcome!

At aACE Software, we are dedicated to helping you get the most out of your aACE solution. To best support you, we offer a variety of resources to answer any questions or concerns you and your team might have.

### Table of Contents


- [Welcome!](#)
- [Self-Service Knowledge Base](#)
- [Submitting a Support Ticket](#)
- [Telephone Support](#)

[?Top](#)

## Self-Service Knowledge Base

The help guides in the aACE 6 Knowledge Base are grouped into sections based on aACE functionality. The articles are written in an easy to use, step-by-step format. The knowledge base is updated regularly with new help guides, so check back often.

To locate the most useful help guides, you can:

- Search for topics or categories in the search bar at the top of each page
- Search for specific features or key words using the knowledge base chatbot on the [home page](https://aace6.knowledgeowl.com/help) (<https://aace6.knowledgeowl.com/help>)
- Browse through folders listed on the home page
- Select the navigation pane icon (  ) to view the folder structure

If an article is missing content or seems outdated, you can submit feedback at the bottom of every article in the aACE 6 Knowledge Base through a comment.

If you don't find the answer you're looking for using the search or chatbot, you can submit a support ticket.

[?Top](#)

## Submitting a Support Ticket

Support tickets follow a similar process for each one that you submit.

### Step 1: Email Us

Email us at [support@aACEsoft.com](mailto:support@aACEsoft.com) for assistance. You can also select Contact Us in the knowledge base header. The email address you use to open a ticket will be the email address used within our support system to communicate with you.

The more information you provide, the quicker we can help you move forward. For this reason, when writing your support ticket, do not simply state that someone is "having problems" or "having an issue." For more effective responses from the support team, include all the [necessary information to clearly explain your situation](https://aace6.knowledgeowl.com/help/getting-better-support-with-better-support-tickets) (<https://aace6.knowledgeowl.com/help/getting-better-support-with-better-support-tickets>).

### Step 2: Verify Your Account

If this is your first time using our support system, watch your inbox for an email with the subject line "aACEsoft Support welcome email." Read through this email and complete any necessary steps. If you do not receive this email within 24 hours, check your spam filter before resubmitting your ticket.

### Step 3: Wait for a Response

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 agents. When logged into our support system, you can select your name at the top right corner of the 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 selecting the link to view your ticket in our support system.

## Telephone Support

When you need to contact our support team quickly, call our support desk at 212-532-1378 x202 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.

---