

Getting Started with aACE 6 Support

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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 support you, please take advantage of the following resources:

Self-Service Knowledge Base

The help guides that you're reading now 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 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 support ticket.

Support Tickets

Follow these steps to open a ticket and become a user in our help system:

1. Email Us

Email us at support@aACEsoft.com for assistance. You can also click "Contact Us" in the knowledge base header above. Note: The email address you use to open a ticket will be the email address used within our help system to send you updates and responses.

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, be

sure to include all the [needed info to clearly explain your situation](#)

(<https://aace6.knowledgeowl.com/help/getting-better-support-with-better-support-tickets>).

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.” 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. 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 help system, you can click on 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 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 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.
