

Submitting Support Tickets to aACE Software

Last Modified on 07/24/2024 2:41 pm EDT

This guide explains best practices for getting the most effective response to your support ticket. It is intended for general users.

aACE Software strives to deliver top-notch, timely support. To enable better support, it's important that users submit clear information. The more information provided to the aACE Support Team, the faster they can assist with questions or concerns.

For these reasons, when writing your support ticket, be specific. Provide an effective explanation of the situation, including as much of the following information as possible.

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Summarizing the Situation

Describe your situation to the developers:

- What are you trying to accomplish in aACE? What aACE behavior occurred while you were trying to accomplish your goal?
- How much time have you spent working on the situation?
- When did the situation start? Have you been the only user experiencing the situation?
- Were you able to replicate the issue?

The following is an effective support ticket message:

I am unable to process AMEX credit cards. 4 attempts have failed. Their IDs are: <ID #s>. Each attempt returns this error message: <error>. I have tried doing <actions>. This has been happening since yesterday around 11 AM ET.

Please refer to my attached screenshots.

Attaching Additional Resources

Screenshots are important for the aACE Support Team. If you have a screenshot of aACE error messages, FileMaker error codes, aACE record IDs with the situation occurring, or aACE log transcripts, attach those in your ticket submission.

If you referred to documentation but it did not help the situation, list the titles of the guides or provide links. Let us know what part you were looking at and why it did not help.
