# The Advanced Solutions Technical Support

**Experience:** What to expect when you have a technical issue

Advanced Solutions provides a variety of technical support offerings to help our customers implement Autodesk solutions faster, maximize productivity, and minimize downtime.

Our Technical Support team is knowledgeable and eager to assist with your installation and support issues.

We are committed to providing quality customer service and resolving your support needs efficiently and effectively.





## Understanding Your Problem

In the initial stage of a technical support case, there are several pieces of information your technician will capture. Having this information available before you contact Advanced Solutions Technical Support will reduce the amount of time our staff spends in research, as well as minimize the time the issue is impacting your operations. Consider the following before contacting Technical Support:

- When did the problem occur?
- Does the problem affect multiple users?
- *In what product version did the problem occur?*
- Where in the application did the problem occur?
- Is an error message being displayed? If so, what are the specific error messages?
- What were you trying to do when the problem occurred?
- Is this the first time you've encountered this problem?
- What impact does the problem have on your business?

## Contacting Technical Support

There are four ways to reach Advanced Solutions Technical Support:



- Email Support@AdvancedSolutions.com
- Online Form www.Advancedsolutions.com/SupportRequest
- Phone 1-877-GET-ASI-1 (1-877-438-2741)
- Customer Portal www.AdvancedSolutions.com/CustomerPortal

All phone calls are answered by a live Advanced Solutions representative. (Phone and Customer Portal contact options are limited to Platinum and Enterprise Support customers.)

### Resolving Your Case

Support calls are processed in the order in which they are received. Our goal is to contact Basic Support clients within four (4) hours and Platinum/Enterprise support customers within two (2) hours. Case



resolution time varies depending on the nature and complexity of the problem. No case is turned away, no matter how difficult the issue.

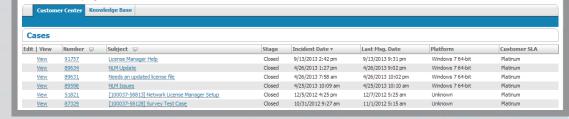
www.AdvancedSolutions.com/Support 1-877-GET-ASI-1

#### **Technical Support Case Workflow**



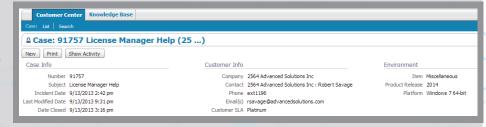
## Using the Customer Portal

Want to monitor the progress of your case without having to call or email? Platinum and Enterprise Support clients can do so using the Customer Portal. Enter new support requests or keep an eye on existing cases, all in one place.



Signing up for Customer Portal access is easy. Send an email to CustomerPortal@AdvancedSolutions.com and a login will be provided by email. Login at www.AdvancedSolutions.com/CustomerPortal. After logging in, the main screen will display calls opened for your company.

In addition to monitoring calls, you will also be able to submit new support requests. Click on the "New" button at the top of the page to create a new case.



When you've completed each field and are satisfied enough information has been provided, click on "Save". This automatically sends an email to <a href="mailto-support@AdvancedSolutions.com">Support@AdvancedSolutions.com</a>. At this point, a technician will pick up the issue and start working the case.