GLI USA Support Services Request Procedure

Support Services Bulletin: *Effective February 1st 2019*

How to reach Great Lakes Informatics Technical Support Team:

Great Lakes Informatics has recently added more ways to contact our technical support team.

Please review the following methods. We want to offer the best support options for our valued customers:

1. Call the main number 773-275-1648 and Press 1 to be routed to the Technical Support Line.
   Our technicians will answer your call or if everyone is busy, voicemail will answer and you can leave a message. All voicemails are immediately sent to our Technicians via email and a page is also sent to allow for the fastest call back possible.

2. Email support@gl-informatics.com – This will create a new ticket in our ticketing system and alert our Technicians to your issue.

3. Visit our online Support site: http://gl-informatics.zendesk.com and you can submit a ticket. Simply enter your email, along with request details and your will receive a confirmation issued from the GLI help desk. Many clients appreciate this approach if making a call is too inconvenient

This website allows you to create a login and follow the ticket progress as it is reviewed and worked on by our Technicians. If your request is after-hours, cannot wait until the next business day, after-hours rates are applicable if your request cannot wait until the next business day.

Our priority is to provide the best support possible. Please contact me directly if you have any issues with our support procedures. Your input will help make any program improvements.

Thank you for allowing us to serve you! Tom Spees, CTO