



For Help Desk and Remote Support requests  
Please adhere to the following two methods:



**EMAIL:** [support@acimsp.com](mailto:support@acimsp.com)

**Note:** Support via email is available during ACI's standard hours of operation, presently Monday through Friday from 8:30 AM to 5:00 PM. Emails sent after hours are responded to the next business day.

**PHONE:** [610-332-0317](tel:610-332-0317)

You may also call ACI for anytime support.

ACI standard hours: 8:30 AM to 5:00 PM

For **emergencies (after hours)** – Please **press 1**



**Note:** For Support Requests, please refrain from emailing one individual tech or “cc’ing” as tech on a support email. Also, please refrain from calling a tech’s mobile phone, as this may severely delay support requests.