

CCMC Support Procedures

Our support team is dedicated to resolving your issue in a timely manner.

Our preferred method of requesting support is via **email**.

CCMCService@ccmcinc.com

- Please include all of the following information, if appropriate:
 - Host and product name
 - A complete description of the problem you are having.
 - When did the problem begin?
 - Is the problem happening with one user or all users?
 - What, if any, changes have recently been made to your computer system?
 - Capture and include a screen print of any error messages. You may need to repeat your process to duplicate the error.

If you need to **phone** in please be prepared to provide the information requested above.

407-788-7557 extension 103

To check on the status of your support request:

- email CCMCService@ccmcinc.com and include your case number, or
- call Customer Support, 407-788-7557 extension 103 and provide your case number.

To escalate an issue, please contact our Support Manager, Pat Holsneck, at PHolsneck@ccmcinc.com or call 407-788-7557 extension 112.

Support hours are 8:00 AM to 5:00 PM (EST), Monday to Friday.

Support is not provided on CCMC Holidays – for a list of Company Holidays, please log on to www.CCMCinc.com and click on Client Login.