Requesting Technical Help with AIMS

AIMS users can request technical support directly from AIMS. Below, please find important information about how to request support and what you'll need to have available to file a support ticket that AIMS can easily resolve.

Support Ticket Submission Process:

You can submit a support ticket for help with AIMS by emailing support@automon.com.

What You Need to Submit:

- Detailed description of the exact issue you are experiencing.
- Screenshots illustrating the issue you are experiencing in AIMS.
- Data Change Request form if you are requesting a change in data (see below).

Data Change Request Form:

If you are requesting a data change request, please fill out and attach a **Data Change Request form** to your email. *A data change request form must be approved and signed by a Program Coordinator for AIMS to have the authorization required to make a change.*

Support Ticket Tracking:

You should receive an email from AIMS customer support within 24 hours of sending a request for support. The email should acknowledge your request for help, and it should contain a ticket number for tracking purposes.

[EXTERNAL] Ticket [56412] was created for you. - Queries

S support@automon.com
To

↩ Reply   ↩ Reply All   → Forward   ⬛ ···
Thu 10/10/2024 12:03 PM

--- Please reply above this line ---

New Ticket Confirmation

Thank you for contacting the Catalis (AutoMon) support department. Your request has been assigned the ticket number 56412.

A member of our team will review your submission as soon as possible.

If you would like to add additional information to this ticket, simply reply to this email.
To ensure proper delivery, the ticket number in brackets must be present in the subject line.

Thank You,

The Catalis (AutoMon) Support Team!

Catalis (AutoMon)

It may take AIMS as long as 2 days or up to two weeks to resolve an issue. If you are concerned that your issue is not being resolved in a reasonable timeframe, please contact your Program Manager who can check the status of your support ticket and provide more detailed information about response times and ticket status.