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:

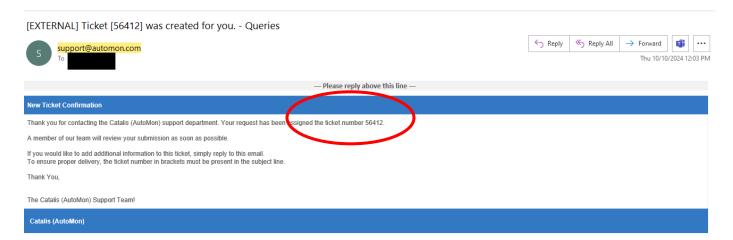
- Detailed description of the exact issue you are experiencing.
- Screenshots illustrating the issue you are experiencing in AIMS.
- <u>Data Change Request form</u> if you are requesting a change in data (see below).

Data Change Request Form:

If you are requesting a data change request, please fill out and attach a <u>Data Change Request</u> 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.



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.