

# Customer Support, Here to Help

Tip for: 11.23.15

Thanksgiving is coming up! Remember that no matter the day—or the time of day—our Customer Support is always available to help you.

Give them a call at 1.800.347.4942, or email [support@goalexandria.com](mailto:support@goalexandria.com).

**Did you know** you can even contact Support directly through Alexandria?

The advantage of the **Support** feature is that the email it sends includes your software version number and information about your system to help our Support team quickly answer your question.

In **Circulation**, click the **Support** tab at the bottom. Enter a subject and a message, and hit **Send**!

**Version 6**

**Version 7**

Note that in Alexandria version 6 you can add Attachments, such as screenshots, to the email message, but in version 7 you currently can not. Directly email [support@goalexandria.com](mailto:support@goalexandria.com) to include any files.

Our Support team answers emails in the order they receive them, and they will do their best to reply to your message within 24 hours. If your question is urgent, just give them a call—they will be happy to help!

## **Fun Fact:**

*"I had email in 1972—but it was really primitive and you practically needed a degree to use it. It didn't become widely available until about the time I started COMPanion."  
- Bill Schjelderup, Founder*

Happy Thanksgiving!