Rediker Tech Support

Technical Support and Documentation Websites

https://docs.rediker.com/
Documentation and Written Knowledge Base

Becoming an Eligible User for Support:

To be added to the Rediker system and be able to submit help/support tickets you must provide John Nathan (Nate), our account manager, with each user's full name, role, and email address. He will authorize them for support. His contact information is on the next page.

https://support.rediker.com/support/home
Support Ticket System, Submit a Feature Request, How-To's, Release Notes, Videos

Emailing Support Team

After being added to the system, you can send an email to APSupport@rediker.com (instead of signing in and completing the online form). They usually respond within an hour during the business day. The more specific you are in the email, the better. Even screenshots help expedite the process. <u>There is no phone number you can call to get someone on the line immediately.</u>

How do you determine if your support issue is high (urgent) priority?

Ask yourself a few questions:

- Am I unable to move forward until my question is answered or the issue is resolved?
- Is the issue affecting only me or my entire organization?

What to do if your support issue is urgent

- If you are experiencing a work stoppage or need something ASAP, please put "URGENT" in the subject line.

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- Please provide a phone number so we can reach out if we determine that the issue could be better resolved over the phone.

General guidelines when submitting a ticket

When submitting a ticket please include as much detail in the initial contact as possible in order to avoid delay or back and forth responses, for example:

- Include a screenshot when appropriate.
- If it's a report, please include the report number and a student/staff member for testing purposes.
- If it's a user specific issue, please include the username.

When in doubt, you can always contact your Customer Account Manager.

We are here to help! Please call us or email jnathan@rediker.com. He does not directly handle support tickets but does help with yearly renewing the service, adding on other services, booking training classes, etc.

John M. Nathan (Nate)
Customer Account Manager
jnathan@rediker.com
800-213-9860 ext. 242

New! Spanish-Language Email Support

Ahora proveemos servicio técnico también en Español!

Si desea que nos comuniquemos con usted, por favor envie sus preguntas a nuestro equipo de soporte técnico a apoyo@rediker.com.

Los correos electrónicos recibidos durantes nuestras horas laborales de 7:30 AM - 6:30 PM (hora del este de EE. UU.), serán respondidos en aproximadamente una hora.

Solicitudes urgentes: Si el apoyo requerido, o su pregunta es urgente: por ejemplo, en caso que el informe de notas necesita ser impreso de inmediato y no imprime, coloque "URGENTE" al principio de la línea de asunto.