

SUPPORT

Always here for you

At Helm Operations, we want you to be successful. Our dedicated Support team is always here for you and ready to help when you need it most.

Hours

Our regular support hours are from 8:30 a.m. to 5 p.m. PST, Monday to Friday, except for any Canadian statutory holidays. However, for blocking issues, our emergency and critical business support is available 24/7.

Languages

From our head office in Victoria, BC, we offer support in English. For customers in different countries and regions, we also offer onsite implementations and account management in English, Spanish, and Brazilian Portuguese.

Our Process

We're happy to take your questions and requests by email or phone, whichever method is easiest for you. As soon as you reach out to us, we'll log a ticket and give you a tracking number. We'll then triage your request and assign it a priority:

- > **Issues:** Our Support Associates investigate issues first, then escalate them to our development team, if necessary. Our goal is to get back to you with a solution as soon as we can, and we'll keep working until your issue is resolved.

- > **Feedback and suggestions:** We love receiving feedback and suggestions for making our products even better! Send it to us and we'll pass it along to our Product team for consideration.

We believe that communication is key, and, throughout this process, you can rest assured that we'll keep you up to date every step of the way.

Other Resources

If you're looking for more information about using our products, our support site, Helm U (www.helmu.ca), is home to some great materials, including detailed release notes, training videos, articles, and FAQs.