



# Requesting ACEMAPP Support Step-by-Step Guide

If you have any questions, concerns, or general feedback about the ACEMAPP program, we are happy to provide support via email at support@acemapp.org or by phone at 844-223-4292 M-F 8:00am-5:00pm. You may also request support directly from your ACEMAPP account.

While logged in, click on your name in the upper right hand corner from any page and click **“My Support” [1]**.

To create a new support request, click **“Submit New Ticket” [2]**.

You will then enter your subject line and a message. Within the message, describe your question or concern to the best of your ability. Once satisfied, click **“Submit” [3]**.

One of our ACEMAPP customer service representatives will review your ticket and get back to you as quickly as possible. To check the status of your ticket, simply click on **“My Support” [1]**, which will appear in orange while waiting on a reply from an ACEMAPP representative.

