



[News](#) > [Announcements](#) > [Support Portal Outage and Restoration](#)

Support Portal Outage and Restoration

2020-09-12 - Michael B - Announcements

On Friday September 11th, we experienced an extended outage in the support portal that resulted in an inability for customers to contact our support department. Working with our vendor, we were able to identify and resolve the issue as of this morning, Saturday September 12th.

We want to sincerely apologize for this outage. We, as an organization understand that you are our lifeblood and you will always be our number one priority. Thank you so much for your understanding. If you are still experiencing an issues that requires a resolution or escalation, please don't hesitate to reach out to us via chat or via our ticketing system and our support staff will be happy to assist you as quickly as possible.

Thanks again for being a part of our family.