

Take Advantage of New and Improved ProSystem fx® Support Options

At CCH, we are dedicated to ensuring you get the most out of your ProSystem fx® software and services. Our experienced professionals strive to minimize Support call response time so that you remain as productive as possible, and we continue to develop new tools to facilitate a quick and accurate resolution to any situation that may arise.

Save Time and Find Instant Answers: Explore Hot Topics and FAQs

For your convenience and easier access to common questions, we've added two new features to every ProSystem fx® Support page: **FAQs** and **Hot Topics**. Please check both resources before calling Support. Chances are your question has already been answered and is right there, instantly available at your fingertips.

Quick Access to Relevant Information

Under **Hot Topics** you will find KnowledgeBase articles on issues that are relevant to you. Easily browse questions that are organized by topic, then click on the question that interests you to reveal a helpful, thorough response.

You can also refer to the **FAQ** page for instant access to answers. This page is a great resource for commonly asked support-related questions.

To access these pages:

- 1 Go to **Support.CCH.com**
- 2 Select your product under the header **Product Support** or type in your product name in the **Find a Product** field.
- 3 On the desired Product Support page, select either the **Hot Topics** or **FAQ** tab.

CCH KnowledgeBase Takes You Straight to the Answer

The powerful search engine behind the answers you receive when you call ProSystem fx Support is now at your fingertips! The **Answers** tool will let you find answers to questions or statements using the same language Support representatives would use on the phone. Go directly to **Support.CCH.com/Answers** and enter your questions in the **Your Question** field. You'll receive a list of possible answers based on a relevancy search score.



There are more than 20,000 articles of information available for the ProSystem fx® Suite on topics related to Software Installation, Individual Tax, Business Tax, ProSystem fx® Engagement, ProSystem fx® Practice, and many other products. Additional articles are added every day.

Chat Online with Your Support Team

The same helpful support representatives you speak to on the phone can be reached using ProSystem fx Chat. By visiting **Support.CCH.com/Chat** we can offer you an online chat option when you have a question for Support. Chat is available during the same period that Phone Support is open: Monday through Friday from 8:00 am to 7:00 pm CST.

Take Advantage of Web-accessed ProSystem fx Support Options

Submit a Support Request Online

You can also submit online support requests through **Support.CCH.com/ticket** to reach ProSystem fx Support. A representative will contact you in response to your inquiry.

To submit a support request, follow these steps:

- 1 Go to **Support.CCH.com/ticket**
- 2 Select a response from the **"What are you contacting us about?"** drop-down menu.
- 3 Input required information for your support ticket:

Issue Details:

Product*	
I Need...	
Help using the Product	Technical Support
Brief Issue Summary*	Detailed Description
Contact Information	

**Note: When entering information into these fields, a pop-up will appear on the right that provides suggested solutions for your issue from our Answers database.*

- 4 Select **Submit**.

Not only is web ticketing quick and easy, it gives you the added benefit of accessing all tickets previously logged by your account number, regardless of contact method (web, chat or phone.)

Steps to view existing tickets:

- 1 Go to **Support.CCH.com/ticket/Tickets**
- 2 A list of all tickets associated with your firm account number will appear. Use the Search drop-downs to easily filter the displayed tickets.
- 3 Select the blue underlined ticket number to view details of that ticket.

Remote ProSystem fx Support

Are you still unable to explain what kind of problem you are seeing after exhausting all other options? CCH now offers remote support for your applications through a partnership with Citrix® GoToAssist®.

With our secure, easy-to-navigate Web access, you can have a Support representative look at your computer to quickly assess the situation and provide a speedy resolution.

You may request remote access through Web ticketing or online chat. You can also request it by phone:

- 1 Call **800-739-9998** during normal business hours, Monday through Friday from 8:00 am to 7:00 pm CST.
- 2 Once you are connected to a representative, simply request remote assistance.
- 3 At that time, you will be given a link to use for the remote access. You will then go through a short installation of the Web-based components to ensure a secure session.

Sign Up for e-fxNews

Receive timely product alerts through e-fxNews, the **FREE** CCH Product Management and Support e-newsletter that reports new releases and other critical product information.

To sign-up, go to **Support.CCH.com/notes/efxprofile.aspx**, select **Establish your e-fxNews profile*** and follow the easy steps.

Note: e-fxNews is distributed by specific product. If you are already signed up to receive e-fxNews, enter your email address and select **Update your e-fxNews Profile to review your profile and ensure that all of the ProSystem fx products your firm uses are selected.*



800-PFX-9998
Support.CCH.com