HOW TO CONTACT OUR TEAM FOR SUPPORT

Fortify is proud to deliver Helpdesk support services to our clients. There are some key contact details and guidelines that you should know when requesting technical support (a separate document will also be provided so that you can set your team up for success):

FORTIFY HELPDESK CONTACT COORDINATES

EMAIL: helpdesk@fortify.ca

- When you email us, a Helpdesk Support ticket will be automatically created and you will receive an email confirmation back to you and the main contact of your company
- TIP: you can reply to your email confirmation at any time to update your request

PHONE: 1-866-435-7717 Option 3

- We ask that Fortify's Emergency Support option should only be used for critical instances such as server and/or performance issues that may be impacting a significant portion of your users and systems

AFTER HOURS SUPPORT: 1-866-435-7717 Option 1

- By phone only – please do not email your request to our Helpdesk; a phone call must be made for your issue to be addressed