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2019-03-22 - Jason - General

We are happy to announce the launch of our new Support Center/HelpDesk!

This system will make it much easier for you to view and manage your support tickets, and provide you with an easy way to reference older correspondence. Over a decade of support tickets from the old system has been imported into the new, to make this transition as convenient as possible.

The only thing we will need you to do is to [REGISTER](#) with this new system. It only takes 30 seconds and will provide you with easy access to submit new tickets, review and reply to pending tickets, and review our knowledge base. Note, you will still be able to submit tickets via email just as was the case previously and those tickets will go into your helpdesk account based on the email address from which the support email was sent.

For those that may be interested, we opted to switch to [Deskpro](#), which proved to be the best fit for our helpesk requirements. On an interesting note, we were actually one of Deskpro's first clients when their company launched way back in 2001! It's great to see the success that they have had since, and we are happy to be back. :)

Jason

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