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omaticsoftware.com

PRODUCT SUPPORT

Omatic Software Product Support is available 9 a.m. to 6 p.m. EST, and later by appointment, Monday through Thursday and 9 a.m. to 5 p.m. EST on Fridays, excluding holidays. Support is not available after 3 p.m. EST the day before Thanksgiving, Christmas Eve, and New Year's Eve. You may access your support resources in any of the following ways:

- Email: Support@OmaticSoftware.com
- Open a Case Online: <https://omaticsoftware.freshdesk.com/support/tickets/new>
- Phone: 1.888.662.8426, Option 2. UK clients may dial 44-127-766-0071, Option 2
- Online Forums: <https://omaticsoftware.freshdesk.com/support/discussions>
- Fax: 1.843.253.4682

Omatic Software Product Support will provide assistance with the following types of issues:

- Problems with or questions about the installation of Omatic Software
- Problems with or questions about the operation of Omatic Software
- Error messages that occur when Omatic Software is running
- Emailing from Omatic Software
- Locating and installing Omatic Software upgrades
- The interface between Omatic software and Blackbaud® software
- Locating the System Requirements: Blackbaud System Requirements