

Corptax understand the demands placed upon a corporate tax department. When meeting critical filing deadlines is paramount, you can count on Corptax Support to provide support services when you need them. For all our ASP and Priority Support customers, we offer after-hours support beyond our normal business hours in the event you are unable to launch an enterprise or connect to your database. You can enter a case and call our After-hours Support line (888.282.9277) to have it escalated to a technical support representative who will respond to your issue.

## System Down or Failure to Meet Filing Deadline Issues

1. Use the Customer Support Portal to submit a new case after-hours.
2. For application support, select **Tax Preparation Issue**.  
Or for system or technical support, select **IT/Systems Issue**.
3. Complete these fields to avoid delays in resolution. When entering your issue information, please select the following values for the fields.

	Tax Preparation Issue	IT/Systems Issue
Question	Describe your experience	Describe your experience
Impact	<b>Cannot File Return</b>	<b>System Down</b>
Product	Select desired product	Select desired product
Product Area	Select desired product area	<b>Self-hosted or ASP</b>
Category	<b>Select desired category</b>	<b>Connectivity</b>
Type	<b>Select desired type</b>	<b>Outage</b>
Tax Year	Select applicable tax year	Select applicable tax year
Enterprise Name		
Environment		

4. Click **Submit** and a list of possible knowledge base articles will display.
5. If none of articles resolve your issue, in the top-left, click **Send My Question**.
6. Your new case number displays and an email confirming your case is sent to you.
7. Once your case is created, call After-hours Support at **888.282.9277**.  
Provide the representative with your case number to expedite escalation.

## Non-critical ASP Issues

For application or non-urgent ASP questions, the Customer Support Portal provides quick access to the resources you need to answer your most important questions from a single location. Support is at your fingertips anytime, anywhere. Please note that these issues will be addressed at the beginning of the next business day.