

## Contact Us

### Corptax Phone Numbers

<b>Corptax Support:</b>	877.426.7782
<b>Corptax Sales:</b>	800.966.1639
<b>Corptax Consulting:</b>	800.966.1639
<b>Corptax University:</b>	877.426.7782

### Corptax Websites

<b>Customer Support Portal:</b>	support.corptax.com
<b>Customer Support Policy:</b>	corptax.com/support/policies.html
<b>Corptax University:</b>	education.corptax.com
<b>Corptax Users' Conference:</b>	conference.corptax.com
<b>Corptax Corporate Site:</b>	corptax.com

## Contact Us

### Contact Support

Submit and manage your support cases through the Customer Support Portal for these added benefits:

- No waiting on hold for the next available representative because your case routes to the best available representative.
- Attach print screens, logs, errors, reports, etc. to better explain your issue.
- Update information on any open case and your rep is automatically notified.

For new logins, ask your office administrator, or e-mail [portaladmin@corptax.com](mailto:portaladmin@corptax.com).

For existing logins, use the Forgotten ID or Password? link at [support.corptax.com](http://support.corptax.com)

How to submit a case through the Support Portal.	<a href="#">A_100811091623</a>
How to configure the Customer Support Portal Single Sign-on functionality.	<a href="#">A_090602084445</a>

## Support Portal Resources

### Readiness Center

The four product centers consolidate recent documentation, announcements, knowledge base articles and more into a centralized location for easy access.

### Support Knowledge Base

This searchable library puts information from previous customer requests at your fingertips.

- Frequently Asked Questions reflect common questions asked of Support.
- How to articles provide step-by-step instructions for common application processes.
- Error Messages provide causes, troubleshooting, and when possible, workarounds or resolutions.
- Indexes are a compilation of information on a specific topic.

Webinar - Corptax Knowledge Base - Successful Searching.	<a href="#">A_100426111213</a>
How to search the Support Knowledge Base.	<a href="#">C_100811124058</a>

### Customer Support Center

If you are without internet service, contact Customer Support by phone in the United States or Canada, by calling 877.426.7782 or 972.677.4200. Navigate the menu options. Provide your Company ID and contact PIN to speak to the next available support representative.

#### Phone Menu Options:

[http://new.corptax.com/SiteCollectionDocuments/Corptax\\_Contact-Numbers\\_Telephone-Menu-Options.pdf](http://new.corptax.com/SiteCollectionDocuments/Corptax_Contact-Numbers_Telephone-Menu-Options.pdf)

#### How to find the referenced Article IDs:

1. Log into the portal
2. Select **Support Knowledge Base**.
3. Select the **Search** tab.
4. In the **Key words** field, enter the ID.
5. Set the search **Type** to **File no.**
6. Click **OK**.

### Documentation

Corptax documentation answers the vast majority of your application questions.

- User Guides provide information on a product's functionality.
- Focus On documents provide an in-depth look at specific product functionality.
- Quick Reference cards provide summary information on common topics.
- Installation manuals provide configuration and installation information.
- Webinars provided throughout the year keep you current on the latest developments and are recorded for your viewing convenience.

How to access User Guides, Focus On and Quick Reference documentation.	<a href="#">C_100722071418</a>
How to access a pre-recorded Corptax Webinar.	<a href="#">A_080413101734</a>

### Support Portal Resources – Continued

#### Peers

Corptax Connect is a private, peer-to-peer community where tax and Corptax issues are discussed.

Getting Started with Corptax Connect.	<a href="#">A_090321055251</a>
Webinar-Online Support: Corptax Connect.	<a href="#">A_090522092948</a>

#### Product Updates

The latest software and calculation versions are available immediately upon release via the Customer Support Portal.

How to download Product Downloads from the Portal.	<a href="#">C_12817</a>
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#### Communications

Keep contact information current and never miss a support call or e-mail.

How do I change my personal contact information used by Corptax?	<a href="#">A_080420024749</a>
How do I change my password for the Corptax Customer Support Portal?	<a href="#">A_080421084923</a>

Receive Corptax User Group meetings, Technical Bulletins, New Release Information and more.

How to sign up for Corptax User Group meeting announcements and emails notices.	<a href="#">A_100421081811</a>
How do I sign up to receive Corptax product communication emails like Client Care News or Technical Bulletins?	<a href="#">A_100226104653</a>

### Education Opportunities

#### Corptax University

Corptax offers a wide selection of CPE credit courses for the new and advanced user. All courses are taught by experienced tax specialists and are designed to help individuals address real-life issues with case studies and hands-on exercises.

- Online Training courses provide detailed learning on specific subjects for named users without having to leave your office.
- Classroom courses are hosted at Corptax facilities. Class size is limited to allow for individual instruction and knowledge-sharing.
- Webinars are complimentary online sessions providing a high level overview on various topics.
- Onsite training can be arranged to meet your specific training needs at your offices.
- Users' Conference is an annual, four-day event providing CPE courses and networking opportunities.
- Corptax Certified Professional program provides unique qualifications for individuals who have best-in-class Corptax product skills.

#### Contact Corptax University

**Phone:** 877.426.7782

**Email:** [learn@corptax.com](mailto:learn@corptax.com)

What training options are available?	<a href="#">A_100811093108</a>
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### Diagnostic Tools

How can I send System Information to Corptax for my case?	<a href="#">A_100119064850</a>
What data is sent to Corptax if the "Send errors to Corptax" box is checked in the System Settings screen?	<a href="#">C_090601055204</a>
How to troubleshoot problems establishing a remote access support session using <a href="http://iconnect.corptax.com">iconnect.corptax.com</a> .	<a href="#">A_091001052731</a>