

Contact Us

Corptax Support: 877.426.7782
Corptax Sales: 800.966.1639
Corptax Consulting: 800.966.1639
Corptax University: 877.426.7782

Visit us online:

- [Customer Connect](#)
- [Corptax Product Downloads](#)
- [Customer Support Information](#)
- [Customer Support Offerings](#)
- [Corptax University](#)
- [Corptax Users' Conference](#)
- [Corptax Corporate Site](#)

Contact Support

Submit and manage your support cases through Customer Connect for these added benefits:

- Send your case to the best available representative instead of waiting on hold for the next available representative.
- Attach print screens, logs, errors, reports, etc. to help explain your issue, helping us close your case.
- Review your open cases.
- Update any open case and your rep is automatically notified.
- Review your closed cases.

For a user ID and password, click **Request Login Credentials** on the [Customer Connect](#) login page.

How to submit a case through Customer Connect.
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Solution ID: 041229318862859

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. You can review the menu options at the link below before you call. Provide your Company ID and contact PIN to speak to the next available support representative.

Phone Menu Options:

[Click here to view the phone menu options.](#)

How to Find the Referenced Article IDs:

1. Log in to Corptax Connect.
2. Enter the **solution ID** in the **Search** field.
3. Click **Search**.
Results display.

Customer Connect Resources

Customer Connect consolidates recent documentation, announcements, case management, knowledge base articles, forums, and more into a centralized location for easy access.

Knowledge Base

The knowledge base is a searchable library with answers to commonly asked questions from customers, user guides, release notes, and more.

- Frequently Asked Questions reflect common questions.
- 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.
- Favorites let you save your favorites and see ours.
- Forum results allow you to see discussions about current Corptax products, webinars, and events.

How to search the Knowledge Base.

Solution ID: 041301616294931

Documentation

The knowledge base also contains Corptax documentation, which 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 and processes.
- Quick Reference Cards provide summary information.
- Installation manuals provide steps for configuration and installation.

How to access User Guides, Focus On, and Quick Reference documentation.

Solution ID: 041229318247817

How to access a pre-recorded Corptax Webinar.

Solution ID: 041229607677144

Visit [Customer Connect](#) for immediate access to our comprehensive customer support resources: Knowledge Base, Case Management, Frequently Asked Questions, Corptax University, and Wall of Feedback. Connect with the Corptax Community to learn from your peers and contribute your own best practices as you leverage the power of the Corptax solutions.

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Customer Connect Resources

Forums

The Customer Connect Forums are a private, peer-to-peer community where tax and Corptax issues are discussed. The forums are integrated into the knowledge base search.

Getting Started with Corptax Connect.	Solution ID: 041235411013036
Webinar--Your New Customer Support Portal.	Solution ID: 041302809421465

Communications

Keep contact information current and never miss a support call or e-mail. Visit the Customer Center to manage your preferences and subscriptions.

How do I change my personal contact information used by Corptax?	Solution ID: 041301611181546
How do I change my password for Customer Connect?	Solution ID: 041302914462745

Receive emails detailing Corptax User Group meetings, Technical Bulletins, new release information, and more.

How do I sign up to receive Corptax product communication emails like Client Care News or Technical Bulletins?	Solution ID: 041229639328150
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Corptax Product Downloads

Product Updates

The latest software, calculation versions, and e-file certificates are available immediately upon release.

How to access product downloads from the portal.	Solution ID: 041229318283394
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Education Opportunities

Training Center

The Corptax Training Center allows you to browse and register for training and webinars, attend your online and webinar events, view training videos, complete evaluations, and print your CPE completion certificates.

Corptax Training Center Guide	Solution ID: 041402210365916
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Corptax University

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

- Online Training courses provide you with detailed classes on specific subjects 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 programs provide unique qualifications for individuals who have best-in-class Corptax product skills.

Contact Corptax University

Phone: 877.426.7782

Email: learn@corptax.com

What training options are available?	Solution ID: 041229248565876
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Diagnostic Tools

How to troubleshoot problems establishing a remote access support session using iconnect.corptax.com.	Solution ID: 041229318323907
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