How do I contact support?

The technical support services are available only for customers who have an active Maintenance Agreement or using the paid subscription to WebSpellChecker Cloud Services. The following support means are provided:

Email	support@webspellchecker.net	
Contact us form	Contact us form on the WebSpellChecker website.	
Phone	+1 (917) 259-1071	We will be able to answer you phone call within technical support business hours. If you are trying to reach us outside our support please leave your voicemail indicating the reason of the call and how we can get back to you.
Live chat	Live chat on the web spellchecker.com website	Live chat is active within technical support business hours. If you are trying to reach our live chat outside our technical support business hours, you can send an offline request describing your request.
Screen sharing call	Zoom screen sharing tool, or Google Meet.	The time and date of the screen sharing call and tool to be used should be arranged beforehand. Such an option is only available for the customers who are using the Server version of the WebSpellChecker application and have an active Maintenance Agreement.

The support queries are possible at any time. For this purpose, you need to send a request or leave a voicemail indicating the problem. The WebSpellChecker team ensures a response via phone or email within one business day during the technical support business hours.