

DECIDE4ACTION Contact Information

There are three ways to contact DECIDE4ACTION for your Technical Support Needs: through our Support Web Page, through Email, or by Phone.

DECIDE4ACTION Technical Support Portal

Our support page is located at <https://support.decide4action.com>.

The DECIDE4ACTION Technical Support Portal provides a resource to open a new ticket, check the status of an existing ticket, or use the Self-Service Knowledgebase.

New Users

If you have not been to our site and registered as a user (including users that have already had tickets opened in our system by our Support Staff but have not visited the site to register), click on Sign In and then click on **Create an Account**. You will need to provide your Email Address, your Full Name, and a Password. We also ask that you provide your Phone Number with the extension, Company, Plant, and Job Title to help us service your issue better.

Once you register, you will be sent a confirmation email to the email address you provided to complete your registration. Once you are registered, you will be able to login and submit your issue.

If you have had tickets opened in the past using your email address, those tickets will be available for you to view once you are registered and logged in.

Existing Users

If you have previously registered on the site, you can click on the Sign In link in the upper right-hand corner to be taken to the sign in page and log into the system. This will give you access to open a ticket, view your existing tickets, and give you access to our Knowledgebase.

You can also open a new ticket directly from the support page by clicking on the New Ticket link to enter your sign in information and be taken directly to the new ticket form.

Lastly, you can quickly check the status of one of your existing tickets directly from the support page by clicking on the Check Ticket Status, entering email address and ticket number.

Knowledgebase

The Support Page also provides a Self-Service Knowledgebase to help assist with your support issues.

To access the Knowledgebase, click on Sign In on the support page, log into the system, and click on Knowledgebase at the top of the page.

Please check the Knowledgebase before submitting your issue. As more information comes into our ticket system, the most common issues will be placed in the Knowledgebase to assist you.

Technical Support Email

Our email address is: techsupport@decide4action.com. When email us with your support request, please include all the following information to help us server you better:

1. Your full name
2. The company that you are with
3. Which plant you are at if applicable
4. A good contact number for you.
5. An alternate contact if we try to contact you have your shift is over.
6. A detailed description of the issue that you are experiencing. This may include which line and station that is experiencing the issue, if other individuals are having the same issue, and any error messages that you receive.
7. Any images available to assist with the description of your issue including screen captures, pictures of labels, etc.

Toll Free Phone Support

Our Technical Support phone number is **844-843-0454** and we are available Monday through Friday, 8 am to 5 pm. If you contact us and we are unavailable to take your call or if it is after hours, you will be transferred to our voice mail system. Please leave a voice mail and a support ticket will automatically be opened for your issue. When leaving a voice mail please provide the following information to help us server you better.

1. Your full name
2. The company that you are with
3. Which plant you are at
4. A good contact number for you
5. An alternate contact if we try to call you after your shift is over
6. A detailed description of the issue that you are experiencing. This may include which line and station that is experiencing the issue, if other individuals are having the same issue, and any error messages that you receive.