atpco

SUPPORT
FAQs

You can trust ATPCO to help you take care of business. No matter what time of day or night you might need help with coding data, correcting problems, or even getting connected, you can rely on us. We've changed the way you can ask for support so you can keep track of what's happening and have a better way to communicate with our staff as we work on your problem. Just click **Support**!

1 ### Can I submit a request for support without using this support tool?

The Support portal is the best way to request support from ATPCO Customer Service, and it requires a valid user ID. If you need a user ID to access the portal, contact an ATPCO Authorizer within your organization or call Customer Service at +1-703-661-7550.

2 ### How do I submit a request if I cannot access the ATPCO Support portal?

To access the support portal, you must have a valid FareManager user ID and password. If you do not have one, please ask an Authorizer with your organization to request a user ID for you.

3 ### How do I report a system problem?

Report a Problem

Business/Technical Issue
Use this form to report a business issue (e.g pricing, display…) or technical issue (e.g system/application).

To report a system outage or issue such as slow response time, inability to access an application, or a system warning or error, please select **Business/Technical Issue** in the Report a Problem section.

**4** ### How do I ask a question or request ATPCO's assistance?

To ask a question, ask for help, or submit a request for assistance, click the appropriate product or service.

5 What if I do not see the appropriate Product or Service for the support I need?

If you do not see a product or service related to your support need, click **Pricing Management** to submit your ticket. Customer Service agents will assist you or route your ticket to the appropriate support group.

6 Can I export my tickets?

Yes. Click **My Tickets** and select the hamburger icon (shown below) to export your tickets to a PDF, Excel, or CSV file.
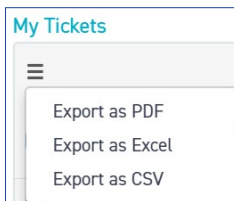
7 How do I find a ticket?

Go to My Tickets and use the Search bar to find the ticket you need.

8 Can I reopen a ticket?

Yes, though only if you submitted a **Report a System Outage/Issue** ticket and the resolution provided did not resolve your problem. Simply click **Reopen** in either an email message about the ticket or within the ticket itself on the dashboard.

9 How long can the file name be for an attached document?

The file name for an attached document can be up to 99 characters. ATPCO cannot open an attached document with a file name longer than 99 characters.

10 What happens when I use the **How can we help?** option?

When you start typing into this box, a catalogue list will appear to help guide you to the product or service area that will help you. Choose the item closest to the type of support you need, and you will be taken to the appropriate form to fill out for your support request.
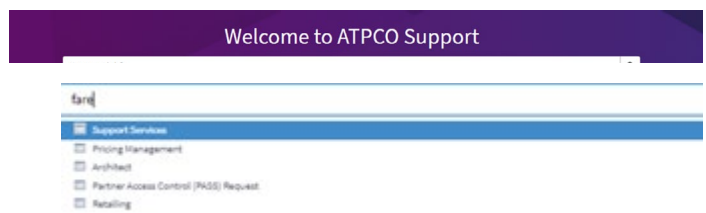
11 Why should I complete the survey after my ticket is resolved?

Your feedback is very important to us. It helps us improve the quality of customer service we provide to you.

JUST REACH OUT. ATPCO IS HERE FOR YOU, ALWAYS.

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