

1 Before you Submit a Ticket

Before you submit a Support Ticket, please make sure to have the following information (if applicable):

1. Application name
2. Application version
3. Operating System version
4. ArcGIS version
5. Summary of the question/problem (i.e. tell us what steps you are taking, what errors come up, etc.)
6. Include screenshots of errors (ensure the errors are fully expanded to show the full error message)
7. Your name and best phone number to reach you

2 How to Submit a Ticket

There are several ways to submit a ticket.

1. Email us.
2. Navigate to the Support Portal and fill out the form. Useful FAQ can be found on the Support Portal.
3. Call us.

3 How to Track a Ticket

You can track the status of your Support Ticket by logging into the Support Portal.

Ways to Contact Us

Support Email

support@newcenturysoftware.com

Support Portal

support.newcenturysoftware.com

Support Phone

1-970-267-2019