

Submitting a Technical Support Request

• Parallels Remote Application Server

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A technical support request may be lodged with technical support by filling the following form available <u>here</u> or calling in directly.

Support requests may be submitted in the eventuality that an existing Support contract is in place or a Pre-Sales request is being put forward.

For Pre-Sales requests, the choice of Pre-Sales technical support is being required, needs to be selected upon ticket submission.

Alternatively, for Pre-Sales requests, please email our Sales department so the request may be verified and forwarded to a Pre-Sales engineer. This may be done directly through the form linked above by selecting the Presales option or emailing Sales at the following email address: sales.ras@parallels.com

Contact numbers for our offices to reach Sales may also be found here.

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