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Access the Availity support community

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Chat with Availity Client Services

Call Availity Client Services

Open a support ticket

Open a support ticket to report problems using Availity Essentials or EDI Clearinghouse.

1. Click **Contact Support** in the support community menu bar or on any support community page.
2. On the Contact Support page, complete the fields in the **Create Case** section, and then click **Start Case**.

Create Case

Subject

Description

[Start Case](#)

Did You Know?
Support Tickets let anyone from your organization view the status of your issue from creation to resolution.

3. Complete the fields on the Contact Support page. To prevent delays, make sure the information you enter is accurate and detailed.

Contact Support

* Account
--None--

* Subject

* Case Reason
--None--

Brief Description
--None--

* Description

Alternate Email

Alternate Email 2

Customer Ticket Number

[Upload Files](#) Or drop files

[Submit](#) [Cancel](#)

Consider these guidelines when completing the fields:

- If your organization has its own tracking number for this issue, enter the tracking number in the **Customer Ticket Number** field.
- If you want others notified of updates to your ticket, enter each person's e-mail address in the **Alternate Email** fields.
- The selections you make in the **Case Reason** and **Brief Description** fields determine which other fields are required. In the **Case Reason** field you can select the transaction (such as Claims or E&B) or the type of issue (such as Login or Registration) that you need support for. If you want to request a new payer be added to Availity Essentials, select **New Payer Request**.

- To attach files to the ticket, do one of the following:
 - Click **Upload Files**. In the Choose File to Upload dialog box, select the file you want to upload, and then click **Open**.
 - Drag and drop the file onto the region next to the **Upload Files** button.

 **Tip:** If possible, attach a screen capture of the application page or window that you need assistance for.

4. Click **Submit** to submit the ticket.

