



HOW TO CONTACT PSI TECHNICAL SUPPORT:

DURING NORMAL BUSINESS HOURS

FROM 5 AM TO 5:30PM PACIFIC STANDARD TIME (WHICH IS 8AM TO 8:30PM EASTERN, 7AM TO 7:30PM CENTRAL AND 6AM TO 6:30PM MOUNTAIN STANDARD TIMES), PLEASE FOLLOW THE INSTRUCTIONS BELOW:

1. **FOR URGENT TECHNICAL SUPPORT ISSUES THAT REQUIRE IMMEDIATE ASSISTANCE, DIAL 1-800-367-1565 EXT. 7193** YOU WILL BE TRANSFERRED TO THE TECH SUPPORT PHONE SYSTEM QUEUE (If the 800 number does not work, you may try 818-847-6180 ext. 7193).
2. A TECH SUPPORT REP WILL ASSIST YOU WITH YOUR REQUEST ANSWER ANY QUESTIONS YOU MAY HAVE. (BASED ON THE CALL VOLUME, THIS MAY TAKE AS LITTLE AS A *FEW SECONDS* OR *UP TO SEVERAL MINUTES*—YOUR CALL IS IMPORTANT TO US, SO PLEASE CONTINUE TO HOLD, *WE APPRECIATE YOUR PATIENCE AND UNDERSTANDING*)

EMERGENCY AFTER HOURS SUPPORT

IF YOU ARE CALLING FOR **EMERGENCY AFTER HOURS SUPPORT** (MEANING BEFORE 5AM PACIFIC OR AFTER 5:30PM PACIFIC) PLEASE CONTACT TECH SUPPORT BY CALLING **1-800-367-1565 EXT. 7193**. If nobody answers, try **EXT. 7194**. If nobody answers, then try **Ext. 7195**, and/or **7196**.

DO NOT CONTACT YOUR REGIONAL SITE SUPERVISORS OR FIELD SUPERVISORS FOR TECH SUPPORT MATTERS UNLESS YOU ABSOLUTELY ARE NOT ABLE TO REACH TECH SUPPORT.

FOR ALL NON-URGENT TECH SUPPORT ISSUES, PLEASE USE YOUR PROCTOR INTRANET TO SEND A MESSAGE TO ESTECH/TECHNICALSUPPORT