



Innovative Efficiency Tools - Made Simple!

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EMS Toolkit Features

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The EMS Toolkit Network

Book Your Demo Today!

Quick Contact

First Name:

Last Name:

Email:

NO SPAM

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Recent Blogs

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EMS Toolkit offers many different support options, many of them are included FREE with your monthly service. Below outlines our support types and details



Email Support

EMS Toolkit's free email support uses our state-of-the-art support system. After completing the form below you will receive a confirmation email that we have received your support request along with all the details of the request. All support requests are handled by priority of impact and responded to within 24 hours.*

* Full Name

* Phone/Ext. ext.

* Email Address

* Name of Company

* Questions / Comments

Submit Support Request

Phone Support

Once you become a client, EMS Toolkit is available by phone to answer and/or resolve any issues you may run into. Our support staff is highly trained and are encouraged to interact with our developers to better understand the products. Our support team is available Monday - Saturday 8am - 8pm (EST) by dialling our support number located at the top right corner of your screen.

Remote Dial-In Support

EMS Toolkit offers dial-in support for those tough cases where our support team would benefit from seeing what your seeing. Each one of our support team members can dial-into your machine (with your approval) and work with you in real-time to solve your problem or offer additional training.

Live Chat Support/Training (Optional)

* Our Live Chat Support is fantastic for those agencies with over 100 employees. Imagine your staff members being able to chat one-on-one in real-time with one of our support team members. This means less often will they need assistance or further training from the management team and/or their supervisors. This feature allows them to be self sufficient in solving any problems or questions they run into. Let us train your staff and allow you to concentrate on what's more important. **

* Email support requests are responded to within 24 hours excluding weekends and holidays.

** This feature is not included with any package and can be added on for additional fees. Not available for all agencies.

*** Live Chat Support is not available 24/7

