



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Support Processes for On-Premises Licenses

[Contact Us](#)

12/18/2025

Contact Us

Use one of the following methods to contact Customer Care seven (7) days a week, 24 hours a day:

- My Support (Web)
- Telephone
- Email

For more information, please review **When to Contact Customer Care**.

Web

My Support

Open and manage your cases by logging into the Customer Care portal, **My Support**. For instructions on using **My Support**, refer to the sections **My Support** and **Case Management** from the navigation bar on the left.

Telephone

Customer Care Telephone Numbers

When you call, you will be asked to provide your personal **PIN** so that we can address your needs more quickly. To locate your PIN, login to **My Support** and from the Home page, click the Contact Information link under My Profile at the top left.

Visit the **Contact Us** page for regional Customer Care phone numbers.

Email

Emailing Customer Care

Please use **Customer Care** for all Email communications with Customer Care. You can contact us via

Email for updates on existing Cases or if you are unable to login to [My Support](#).

You can update an Open Case by Email if you reply to an Email originated from the Case by a Genesys Customer Care representative or to an automated Case notification. An Email originated from a Case includes a special Reference ID, which ties any reply back to the Case.

Please do not use this email address to report new issues or open Cases. Use [My Support](#) (website) or call Customer Care to open new Cases.