

When you need to meet critical filing deadlines, count on Corptax Support. All SaaS and Priority Support customers can receive after-hours support if unable to launch an enterprise or connect to your database. Enter a case and call the after-hours support line at 888.282.9277 to escalate your case to a technical support representative.

## Critical Issues

Critical is defined as:

- A system-down situation
- Failure of critical Corptax component that may cause failure to meet a filing deadline

To contact after-hours support for a critical issue:

1. Log into [Corptax Connect](#) to submit a new case.
2. Click **Open New Case** on the Welcome panel.
3. Select a case type in the **Case Type** field:
  - a. For application support, select **Tax Preparation Issue**.
  - b. For system or technical support, select **IT/System Issue**.
4. Complete the following fields on the Open New Case form to avoid delays.

Field	Tax Preparation Issue	IT/Systems Issue
Impact	Select <b>Cannot File Return</b>	Select <b>System Down</b>
Summary and Details	Describe your experience	Describe your experience and enter Self-hosted or SaaS
Product	Select the desired product	Select the desired product
Product Area	Select the desired product area	Select <b>Login</b>
Product Version Entry	Type the the version of the product (e.g., 2016.1.1)	Type the version of the product
Tax Year	Select the applicable tax year	Select the applicable tax year
Enterprise	Enter the name	Enter the name
Environment	Enter the name	Enter the name
Attachment	Click <b>Browse</b> , select the file, and click <b>Attach</b>	Click <b>Browse</b> , select the file, and click <b>Attach</b>

5. Click **Submit**. A list of possible knowledge base articles displays. If none of the articles resolves your issue, click **Submit**. Your new case number displays and an email confirming your case is sent to you.
6. Once your case is created, call after-hours support at 888.282.9277.
7. Provide the representative with your case number to expedite escalation.

## Non-critical SaaS Issues

For application or non-urgent SaaS questions, [Corptax Connect](#) provides quick answers in a single location. Get immediate access to our comprehensive customer support resources: Knowledge Base, Case Management, Frequently Asked Questions, Corptax University and Wall of Feedback. Connect with the Corptax Community to learn from peers and contribute your own best practices as you leverage the power of the Corptax solutions.

Please note, open issues will be addressed at the start of the next business day.