

Support via Assistant

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FAQ Article Print

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State:	public (all)		

Problem (public)

How can I get support via Assistant?

Solution (public)

1. download Assistant here:
[1]https://sd7.ascon.ru/Public/Utils/Assistant/Assistant_fs.exe
2. within working hours (10:30 am - 6:30 pm, Moscow time) address ASCON support team using one of the following ways:
email support@ascon.net skype asconsupport phone +7 (812) 703-3934

If you got other contact information in your ticket, please, use it instead of above.

3. tell us your ticket number (SD#7xxxxx) if exists and your Assistant ID and password:

[1] https://sd7.ascon.ru/Public/Utils/Assistant/Assistant_fs.exe