

## Support via Assistant

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**FAQ Article Print**

<b>Category:</b>	FAQ in English	<b>Last update:</b>	04/25/2022 15:53:47
<b>State:</b>	public (all)		

### **Problem (public)**

How can I get support via Assistant?

### **Solution (public)**

- download Assistant here:  
[1][https://sd7.ascon.ru/Public/Utils/Assistant/Assistant\\_fs.exe](https://sd7.ascon.ru/Public/Utils/Assistant/Assistant_fs.exe)
  - 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](mailto: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.
- 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](https://sd7.ascon.ru/Public/Utils/Assistant/Assistant_fs.exe)