



Introducing New Support for Practices

Two new, faster ways to better support your technology needs and respond to your Support Center inquiries!



Call the Technology Support Line

dial 210-277-4777

- Receive one-on-one support for immediate answers to your technology questions
- Personalized IT guidance from experienced professionals



Submit a ticket for Support Center departments at:

support.amerivet.com

- Use this new portal to create a ticket for:
 - IT
 - Operations
 - Growth, Client Experience and Marketing
 - Accounting/Payroll
 - Procurement
 - Human Resources
 - Or to report a medical, employee, or client incident at your clinic

With this change, we ask that you please disregard any support forms that were used previously.

We're committed to providing you with prompt solutions and resolution times to your requests or inquiries.



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How to know who you need assistance from...

Do you need immediate IT assistance?

YES

Call the Support Line for urgent IT issues

- IT Equipment
- Computer Software
- Troubleshooting network or telecom issues
- PIMS support
- Dashboard & Analytics
- etc...

For non-urgent IT requests access the Support Portal.

NO

Submit a ticket through the Support Portal

- IT
- Operations
- Marketing, Growth & Client Experience
- Accounting/Payroll
- Human Resources
- Reporting medical, employee, or client incidents

When you submit a ticket through the Support Portal, it will automatically go to the right department!