

# Contacting Parasoft Technical Support

This topic explains several ways to contact technical support, as well as how to prepare and send "support archives" that help the technical support team diagnose any problems you are experiencing.

In this section:

- [Obtaining Live Online Support \(Windows only\)](#)
- [Creating a Support Case](#)
- [Contacting us via Phone or E-mail](#)

## Obtaining Live Online Support (Windows only)

The Parasoft support team is available online to answer your questions. This live support allows you to chat in real-time with the support team and perform desktop sharing if needed. To receive live online support, go to <https://www.parasoft.com/support/>. This live tech support feature currently supports only the Microsoft Windows operating system.

## Creating a Support Case

You can file a support case directly at <http://www.parasoft.com/ticket>.

## Contacting us via Phone or E-mail

### USA Headquarters

Tel: (888) 305-0041 or (626) 256-3680

Email: [support@parasoft.com](mailto:support@parasoft.com)

### Other Locations

See <http://www.parasoft.com/contacts>.