



[News](#) > [Announcements](#) > [Support System Maintenance](#)

Support System Maintenance

2021-03-30 - Michael B - Announcements

We have begun the process of performing maintenance on some of our back-end systems which are attached to our support portal and our ticketing system. As a result, there may be some instances where your ticket, despite our best efforts to the contrary, may be lost in the migration process.

We are in the process of working through our current backlog, which we hope to have cleared soon. If you find yourself in need of further assistance, and you have not received a response by end of business, April 2nd, please reach out to us via our 24/7 chat feature or re-submit your inquiry.

We apologize for any inconvenience caused by this issue and we are thankful not just for being a valued subscriber, but also for your patience.