



# ASL Support

## How to contact us

Our Support Team is available for any issues you are experiencing with your existing IT systems. You can raise a ticket by email or calling us.

Support lines are open Monday to Friday 8.30am - 5.30pm.

## IT Support pathway



Non-urgent issues, please raise a ticket by emailing [ticket@aware-soft.com](mailto:ticket@aware-soft.com)



Escalation or Business Critical issues, please call [0345 862 0355](tel:0345 862 0355)



Remote assistance via TeamViewer – accessed via [ASL website](#) or your engineer will send you a link



If you have a ticket reference number, please ensure you have it to hand when you call

For anything else, please contact your account manager.



Call our IT Support Team on [0345 862 0350](tel:0345 862 0350)  
if you are experiencing IT issues.

[sales@aware-soft.com](mailto:sales@aware-soft.com)

[aware-soft.com](http://aware-soft.com)



Certificate Number 15167  
ISO 9001, ISO 27001