

SpireTech VIPSupport

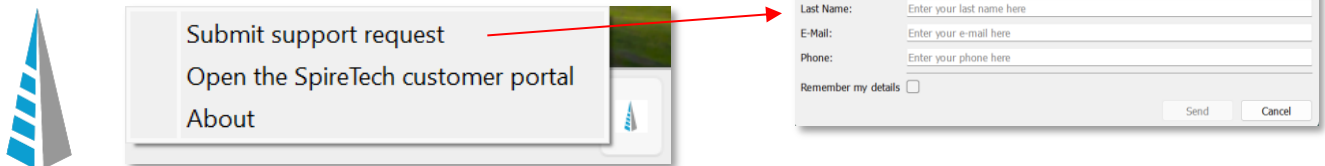
SpireTech strives to resolve any issues efficiently and promptly. Please contact us when you are experiencing software, hardware, or connectivity issues.

When contacting us, a ticket will be created for tracking purposes. Expect a fast response, typically within four business hours or less.

To contact SpireTech VIPSupport, we ask that you use one of the following options:

1. [System Tray](#)

On the bottom right of the task bar on your computer, there is a small SpireTech icon. From there, you can open the customer portal or submit a support request (My Tickets) via the computer UI.

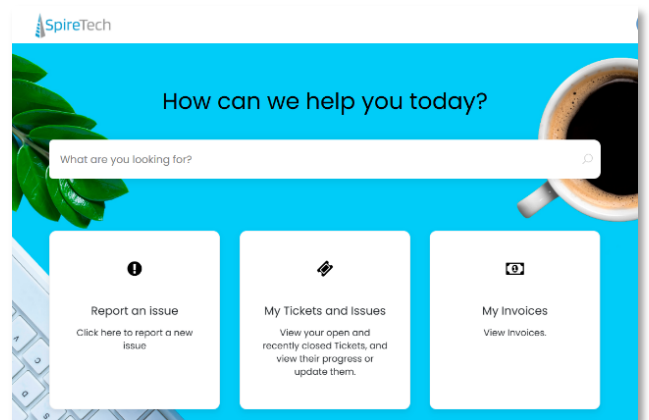


2. [Customer portal](#)

Reach us through our customer portal by:

- Navigating in a browser directly to support.spiretech.com
- Clicking on “Customer Portal” located at the header of our main website
- Right-click the SpireTech tray icon (option 1) and select “Open the SpireTech customer portal.”

Log in using your Microsoft 365 credentials. Submit a ticket or reply to an ongoing ticket here. You can also access previous tickets you’ve opened and closed.



3. [Email](#)

Send an email to vipsupport@spiretech.net. Include any relevant details and screenshots.

4. [Call](#)

Call us at (503) 222-3086 to reach our dispatcher. We will create a ticket and assign a technician. In the event all SpireTech support members are on the phone with customers when you call, please leave a voicemail. The system will transcribe your message and create a ticket.