



Questions? Please Call  
Technical Support  
1-813-987-2070

## How to Request Technical Support

Due to the high volume of technical support requests that we receive in K9 Bytes, we have changed to a different schema that will allow us to service you better and more efficiently.


Our new state-of-the-art Customer Service Management (CRM) system was built with the purpose of switching to a new generation of support system that allows us to:

- ✓ Track support requests by ticket number and facility. You will have a ticket number that can be used to follow-up on the status of the request.
- ✓ Know if you would rather receive a phone or email response.
- ✓ Know the best person we need to contact that will be familiar with the request.
- ✓ Send you an email summary with every ticket response or status change. Even when you request to be contacted by the phone you will also get a copy through email.
- ✓ Decrease our response time.

We understand that typically you have reached us in the past mostly using email or phone. We kindly ask that you start using our new CRM system as much as possible. Issuing a support request is easy, and you can do that from either the K9 Koordinator, or from our website.

- ✓ To create a ticket from the K9 Koordinator:
  1. First you need to make sure you know and have your Business ID. To check if your business ID is already configured in the K9 Koordinator, go to 'Set Up,' 'Settings,' and 'Basic Information.' If under 'K9 Bytes Business ID' you see a number you are ready to go. If you see a 0, please call (813) 987-2070 Mon-Fri 9:00AM-5:00PM ET or email [chris@k9BytesSoftware.com](mailto:chris@k9BytesSoftware.com) and request your number.
  2. To create a support ticket click in the bottom of search screen the link that says 'Questions? Click here to create a technical support ticket.'
- ✓ To create a support request from our website [www.k9-bytes.com](http://www.k9-bytes.com)
  1. From our website, click on 'Tech Support,' and 'Open Support Ticket.'
  2. You will need your K9 Bytes Business ID and your business zip code.
- ✓ To create a support request, just fill in the blanks and click 'Submit Question' (see the following screenshot of the CRM ticket support request page)

Welcome, Chumbly's Pets



\*=Required Field

Question or Issue\*

Version\*  
NET

Version Number\*  
6.0.276

Severity\* Not Selected

First Name\* K9 Bytes

Last Name\* Software

Email Address\*  
michelle@k9bytessoftware.com

Phone Number\*  
 Opt/Ext

Contact Preference:  Phone  Email

Requests may take a few seconds to process.  
Please only click once.

Support hours:  
8:30am-9:00pm ET M-F,  
9:00am-5:00pm ET Sat-Sun

We are confident that the CRM will enable us to bring you high quality technical support in the most efficient way possible.

Best Regards,

Christopher Smutko  
K9 Bytes Manager of Operations