### Contacting Customer Support:

Any authorized contact at the client site can contact Customer Support.

* 24 x 7 IBM Client Success Portal: <https://support.ibmcloud.com>
* E-mail: [EmptorisSupport@us.ibm.com](mailto:EmptorisSupport@us.ibm.com)   
  Include the following information in the email:
* IBM Customer Number
* Contact name
* Contact e-mail address
* Contact preferred phone number
* Severity in this format: "Severity 3"
* How many users are impacted
* Product Name
* URL for the product instance where the issue is being experienced
* Summary of the issue in the e-mail subject
* Description of the issue
* Related attachments (as applicable)