

Support Contact & Call Logging

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Contacting Support

If you've not already logged a call and need support, contact: customer.support@uniface.com

when you do not receive a Support Request creation email back within 10 minutes, send your request to technical.support.uniface@uniface.com.

Note: Individual attachments to case emails cannot exceed 10MB; the maximum email size is 10MB. If you have large attachments, the assigned Uniface Support Technician will direct you to an upload service.

Online Logging & Tracking

An online [call logging and tracking](#) system is available to track your support case which a username and password is required. Access can be requested to this tracking system by contacting: technical.support.uniface@uniface.com or use the process described in the [Uniface Service Desk User Guide](#).

Licensing & New Software

For licensing and new software questions contact: license.management@uniface.com

Worldwide Support Contacts

Uniface offers support services for its products around the world.

- Uniface support is available for maintenance paying customers.
- Please note that the 800-number cannot be used from most mobile phones.
- Support can be given in the following languages: English, German, French, Japanese and Dutch.
- If you require phone contact and are unable to use phone numbers listed below please use an email method from below and provide your phone details and we shall contact you promptly.

Region	Hours	Phone	Email
Europe, Middle East & Africa	8am to 6pm ET, Monday to Friday	00800-78776788 (00800-SUPPORTU)	Email directly to case tracking (preferred): customer.support@uniface.com
Asia Pacific	Monday to Friday 8:00am-6:00pm (AEST)	+61 2 8935 9417	Email directly to case tracking (preferred): customer.support@uniface.com

Regional Offices & Distributors

You'll find telephone numbers for Uniface regional offices and global distributors on our [contact us](#) page on our main website. An online contact form is also available there.