Perceptive Engineering
Customer Support

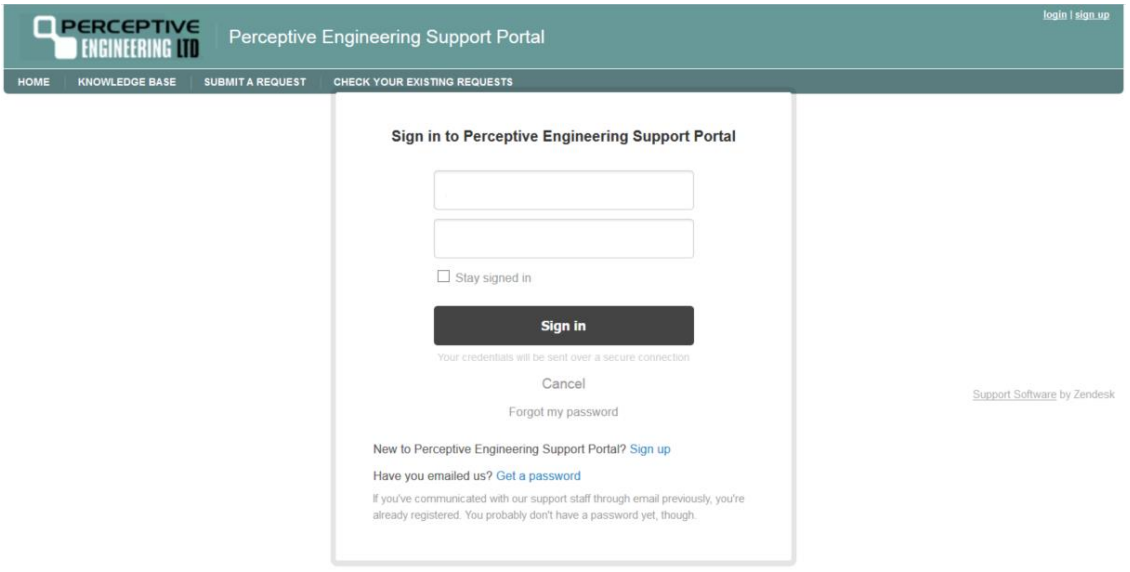
If you require assistance, there are several ways to contact us:

1. Submit a support request on **http://support.perceptiveapc.com**. All tickets on this support portal are automatically forwarded to our engineers for attention.
2. Contact us by email on support@perceptive.zendesk.com. **This is the quickest method of requesting support.** All support requests submitted via this email or the support portal will be responded to, and action taken, within the next working day.
3. Telephone our UK head office during normal business hours on (+44) 1925 607150. Our office manager will direct you to a member of staff who can assist you.

Support Portal

To sign up for the Support Portal, please click 'sign in' in the right hand corner of the Support Portal website.

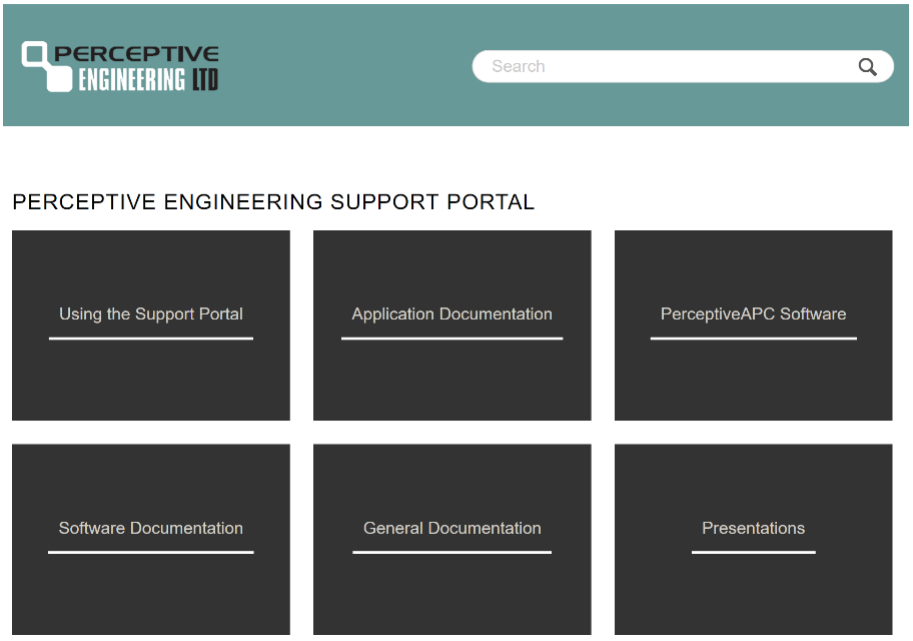
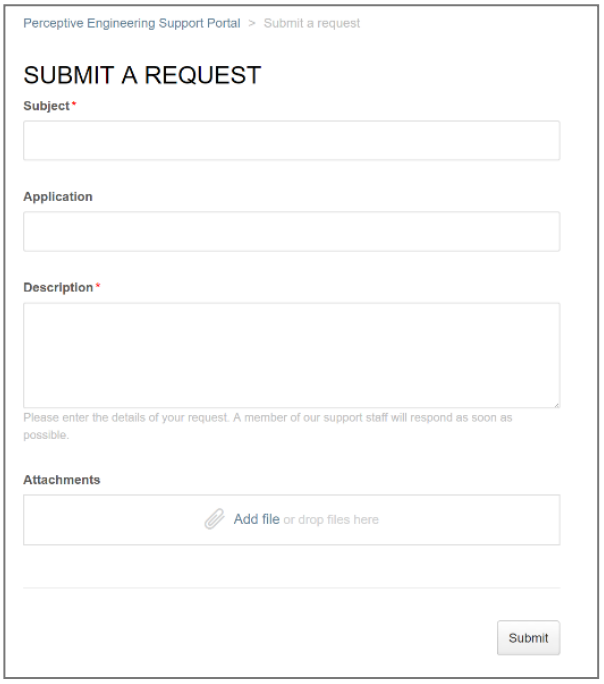
If you have already registered on our support portal, but require a password reminder, please visit **http://support.perceptiveapc.com**, click the 'login' button, then choose the 'Forgot My Password' option.



Within the Perceptive Engineering Support Portal, simply enter the details of your query then choose "Submit a Request".

Perceptive Engineering
Customer Support

When you log into the support portal, you will see the following front page – this is where you find support reports and PerceptiveAPC software downloads:



To make a support request, go to 'Submit a Request' on the top of the page, and fill in the following request form that appears: