Grasp Support Email Best Practices

- Please email support@grasptech.com vs. sending to an individual. We have a team that monitors emails during normal business hours and this is the quickest way to get placed in our queue.

- It's best to email vs. calling as items can be directed to the proper department more quickly and screenshots can be included if needed.

- Our goal is to respond to your initial email within 2 hours with a case # and our Standard Support hours are 8AM to 8PM Eastern Time Monday-Friday

- If there is an existing case, reply *ALL* so email can go back into case or include the current case # in your email.

- In your email provide the Grasp product you're needing help with as well as login/user name, issue/question, report name and # and screenshots if applicable. The more details you can provide, the better!