



Microsoft Dynamics Support Quick Reference Guide

Remember, you have two choices when it comes to Microsoft Dynamics Customer Support. You can either contact Congruent Support or Microsoft Support.

Option 1: Congruent Support

Email: support@congruentsoft.com

Phone: 425.460.4938

A consultant will respond to your support inquiry within 24 hours.

Option 2: Microsoft Support

Visit <http://www.microsoft.com/dynamics/customersource.aspx>

Log in* using your passport.net account. Once you log in, go to support and select one of the following:

Self help – Knowledge base articles to help you (free if you are current on your support plan).

Submit an incident – A Microsoft representative will contact you directly and help resolve the issue (\$125 per incident).

*If you do not have a login or if your account has not been linked to the Microsoft account, please contact Frank Lin at (425) 460-5228 or frankl@congruentsoft.com.

Congruent