

Quick Reference Guide

Four ways to get support

Here's a simple guide to help you submit a support request so we can serve you better. Use the MNP Digital shortcut on your workstation to access the resources below.



Support Portal

- The best place to start for non-critical requests and less time-sensitive items
- A quick and easy way to get a ticket created and assigned to our support team
- Submit tickets, update and track progress, communicate directly with our technicians, and so much more



Telephone

- If the issue is keeping you from working and you need it fixed immediately
- If you can't contact us through our other support channels
- For urgent help after support hours
- Toll-Free: 1.888.224.5770



Chat

- Access real-time and quick technical support without phone calls
- Resolve technical issues promptly through chat support
- Receive flexible and efficient support, allowing you to multitask



Email

- When you don't have access to your Support Portal
- Our system will create a ticket, and you'll receive an email confirming your request
- An assigned technician will contact you as soon as we can assist
- Email: ms.support@mnpdigital.ca