How Do I Request Support from WLA?

Andrew Smith - 2015-04-28 - General

Ware Langhorne and Associates, Inc. provides technical support for it's clients Monday through Friday from 8:30AM to 5:00PM. Here is how to request support:

1. For AdvancedMD users, while the WLA AdvancedMD login page is open (you don't have to log into AdvancedMD), you can click on the “Request Support” button. A window will open for you to fill out and submit your request.

2. Also from the WLA AdvancedMD login login page, you can click the “Support Center” button. You may then log in using your e-mail address and support password*. Once logged in, you may submit support requests, see your current requests, or edit your profile.

3. You can visit www.warelanghorne.com and click "Request Support" in the top right. From here, you can fill out a support request or log into the Support Center using your e-mail address and support password*.

4. Simply send an e-mail to support@warelanghorne.com with a detailed message. This will automatically create a ticket for you in our support system.

5. You can call us at 804-281-4400 to request support. If you recieve our voicemail, please leave a detailed message with callback information so we can address your issue as quickly as possible.

* *If you don't know your support password, click the "lost?" link beside password and enter your e-mail address to get instructions on how to reset it. If you have trouble with this, call us at 804-281-4400.*