



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 receive 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.*