

Technical Support

What we need from you...

Rocscience has always offered free technical support on the current versions of our software. This is a unique feature of our customer service that benefits both the user and Rocscience. For the user, we provide answers to your questions, usually within 24 hours, allowing you to continue your analysis with confidence. For Rocscience, receiving your questions gives us a better understanding of how the software is being used and where improvements can be made.

Most of our technical support questions are sent by email. In order to respond and avoid delays in answering you questions, please have the following software information included with your initial request.

- The program name
- The serial number
- The version, including the update installed. This is very important.
- The operating system

To generate this information yourself, go to the “Help” menu, click on “Technical Support”, click the “Copy” button and then paste the Technical Support Dialog box information into your email, along with a detailed description on your question and the files associated with your problem.



Step 1

Step 2

We also require this information when phoning our office directly for technical support.

See our [Technical Support Policy](#) page for more information.



Support - Online help
Be sure to take advantage of our resource materials: tutorials, examples, research papers, developer's tips and projects using the software.

