

When you need to meet critical filing deadlines, count on CSC Corptax® Support Services. All SaaS and Priority Support customers can receive after-hours support if unable to launch an enterprise or connect to a database. Enter a case and call the after-hours support line at 888.282.9277 to escalate your case to a technical support representative.

Critical Issues

Critical is defined as:

- A system-down situation
- Failure of a critical Corptax component that may cause failure to meet a filing deadline

To contact after-hours support for a critical issue:

1. Log in to [CSC Connections](#).
2. Click **Support** in the ribbon, then click **Submit a Case**.
3. Select a case type in the **Case Type** list:
 - For application support, select **Tax Preparation Issue**.
 - For system or technical support, select **IT/System Issue**.
4. Complete the following fields on the new case form.

Note: Certain fields only display on the form when you select a particular case type, so some fields in the table below may not be applicable to your case.

| Field | Description |
|------------------------|---|
| Company | Select your company name. |
| Impact | Select the type of impact for your issue. |
| Subject | Enter a subject title for your issue. A list of knowledge base articles related to the subject displays. Select an article to review information that may solve your issue without having to submit this case. |
| Detail | Describe your experience. Note: If you selected System down in the Impact field, include whether you are Self-hosted or SaaS. |
| Product | Select a product. Depending on your selection, Connections may redirect you to the Cases window, which displays a list of knowledge base articles related to your selected product. |
| Product Area | Select a product area. Note: If you selected System down in the Impact field, select Login . |
| Product Version | Type the version of the product (e.g. 2020.1.0). |
| Tax Year | Select the applicable tax year. |
| Calc/Workpaper Name | Enter the name of the calculation or workpaper related to your issue (if applicable). |
| Calc/Workpaper Version | Enter the version of the calculation or workpaper related to your issue (if applicable). |
| Jurisdiction | Select your jurisdiction (if applicable). |

| Field | Description |
|-------------|--|
| Environment | Enter the name of your environment. |
| Enterprise | Enter the name of your enterprise. |
| Attach File | Click Choose File and select a file to attach to this case. |

5. Click **Submit**.

An email confirming your case and case number is sent to you.

6. Call after-hours support at 888.282.9277 once your case is created.

7. Provide the representative with your case number to expedite escalation.

Non-Critical SaaS Issues

For application or non-urgent SaaS questions, [Connections](#) provides quick answers in a single location. Get immediate access to our comprehensive customer support resources: Knowledge Search, case management, frequently asked questions, continuous education, and Bright Ideas. Connect with the Corptax community to learn from peers and contribute your own best practices as you leverage the power of the Corptax solutions.

Open cases for non-critical issues will be addressed at the start of the next business day.