

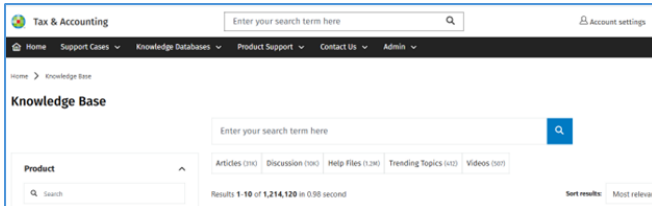
Cheat Sheet: CCH Axxess™ Support

Self-Service



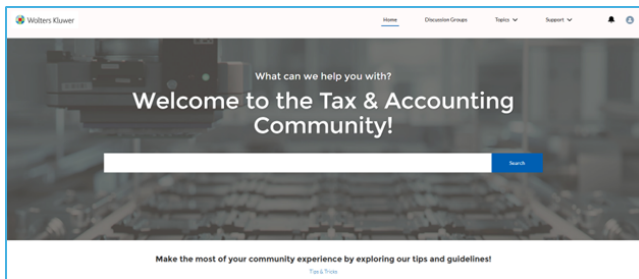
Knowledge Base

Our Knowledge Base offers a wide array of support including articles, video tutorials, and access to additional help content.



Support Communities

Our Support Communities provide an opportunity for users to engage with one another and to ask and answer questions regarding all of our products.



Advanced Virtual Assistant

To use our Advance Virtual Assistant, visit <https://support.cch.com/oss/ml/chat> or click the box in the lower left corner on the Support home page.



GET YOUR ANSWERS FAST

Chat with virtual representative

For help with common questions and issues, please try out our new virtual assistant

→ Chat with virtual assistant

Contacting Support



Live Chat

To chat live with a representative, log into the Support Portal, and access Live Chat here: <https://support.cch.com/chat>



GET PERSONALIZED SUPPORT

Chat live with a representative

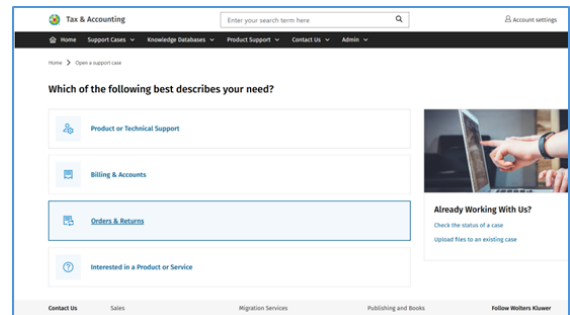
Let us point you in the right direct and chat with us anytime!

→ Chat with representative



Support Cases

To open a support case you can use <https://support.cch.com/ticket> or navigate to the support cases tab in the Support site's banner and select "Open a support case"



Updating/Reopening Cases

Learn how to view and update a case here:

[How do I view and update a support case?](#)

Learn how to reopen a closed case here:

[How do I reopen a closed case?](#)



Phone Support

800-739-9998

*Support Hours -U.S. CCH Axxess Support is available Monday through Friday from 8:00AM to 7:00PM CST