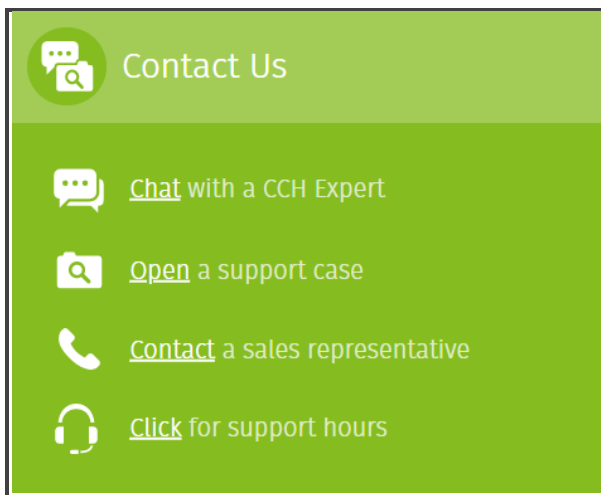


ATX™ Learning Portal

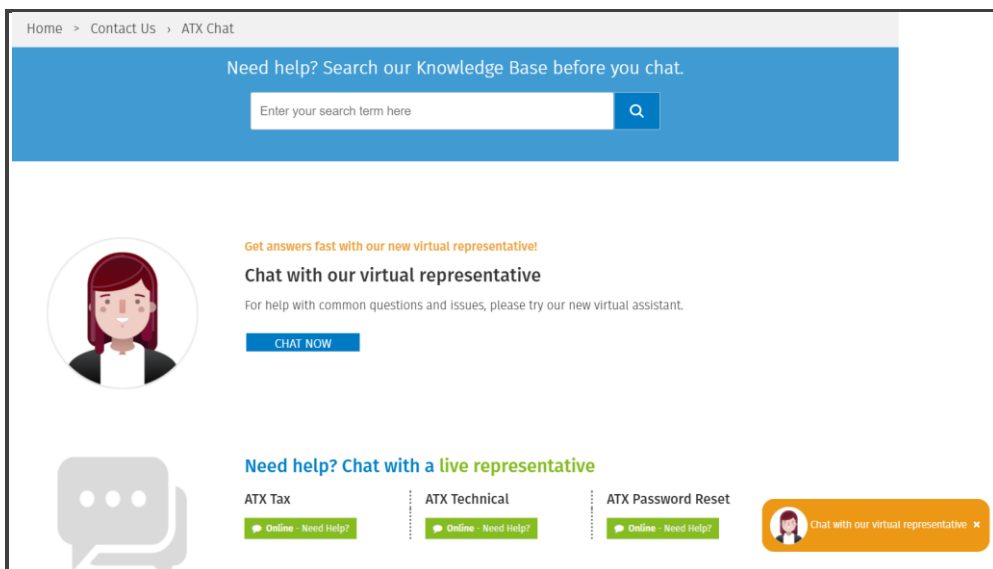
Contact Us

From the Contact Us box, you can chat with a representative, create a case for a Customer Support representative to resolve, or find the hours our Customer Support department is available.



Chat with a CCH Expert

1. Click **Chat with a CCH Expert** to view options to Search the Knowledge Base before you chat, chat with a virtual representative or click the **Chat with a live representative** button for the product you would like assistance with.



2. The ATX Solution Center displays a dialog box where you can enter your information and your question to begin the chat conversation.

Chat - Google Chrome

support.cch.com/chat/chatform.aspx?team=TAA_SVE_TaxWise%20Tax%20Chat&c...

First Name*

Last Name*

Email*

Please briefly describe your issue*

Account Number

Fields marked with an asterisk (*) are required.

CHAT NOW

3. Click **Chat Now**.

Open a Support Case

4. Click **Open a Support Case** to begin submitting a question for a support representative to review and then contact you at a specified time to resolve. If you have not already logged in, you will be prompted to do so at this time.

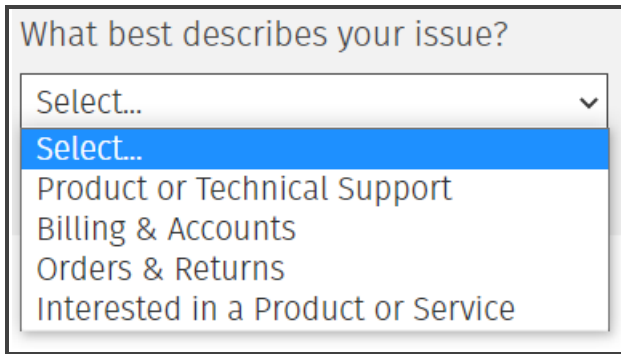
Home Small Firm Services

Open a support case

What best describes your issue?

Already Working With Support?
[Check the status of a case](#)

5. Click the drop-down list to indicate the type of question you have.



What best describes your issue?

Select... ▼

Select...

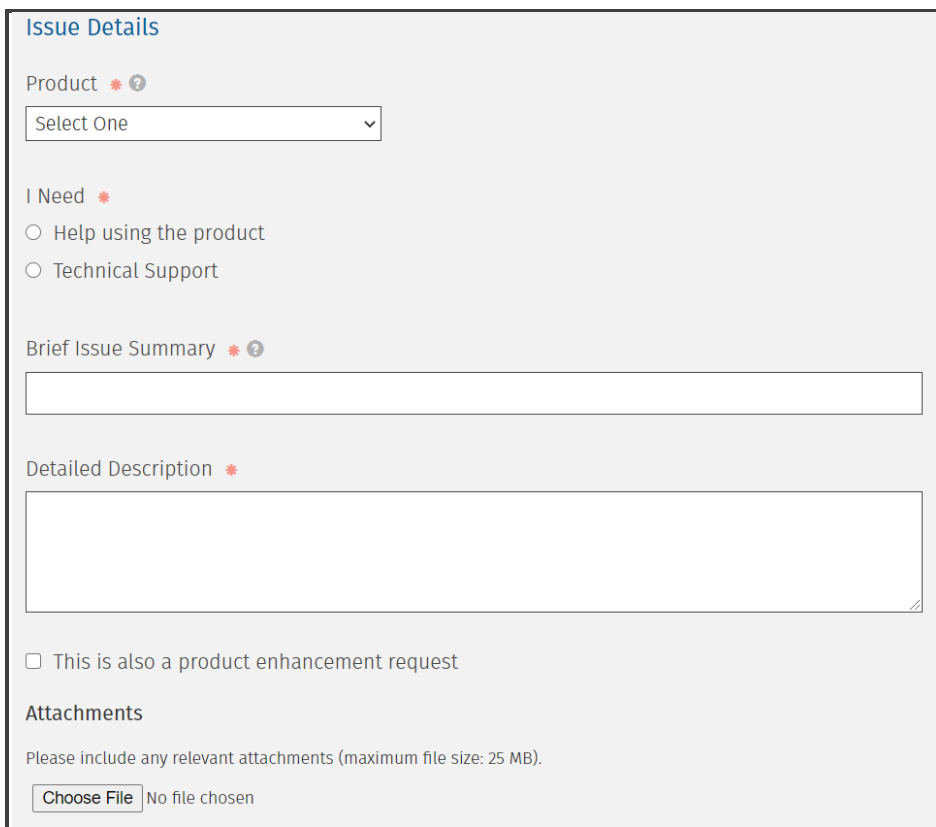
Product or Technical Support

Billing & Accounts

Orders & Returns

Interested in a Product or Service

6. The ATX Solution Center expands the page to display fields where you can describe the issue and attach any relevant images or documents the representative may need to resolve the case.



Issue Details

Product * ?

Select One ▼

I Need *

Help using the product

Technical Support

Brief Issue Summary * ?

Detailed Description *

This is also a product enhancement request

Attachments

Please include any relevant attachments (maximum file size: 25 MB).

No file chosen

7. Continue scrolling down the page to enter your contact information, as well as the best time to reach you. Then, click **Open Case**.

Contact Details

First Name *

Last Name *

Company / Organization Name *

ZIP/Postal Code *

Phone Number *

Email Address *

Best Time to Contact

[OPEN CASE](#)

Contact a Sales Representative

8. Click the **Contact a sales representative** link to view the phone number where you can reach our sales department, as well as request a demo of a specific software, or register to attend a demo of a program and ask any questions you may have before making your purchase.

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Click for Support Hours

9. Click the **Click for Support Hours** link to view the phone number, as well as charts indicating when phone and chat support is available during different times of year.

 **Wolters Kluwer**[Log In](#) | [Register](#)

[Home](#) [My Corner](#) [Support](#) [I want to...](#) [Tax & Accounting](#)

[Home](#)

ATX™ and TaxWise®: Support Hours of Operation

US Small Firms Tax and Accounting Services:
This article shows the Support Hours of Operation for fall 2021.

- Phone Numbers:
 - ATX: (800) 638-8291
 - TaxWise and TaxWise Online: (866) 641-9473

Depending on the method for contacting support, there are two schedules for support availability and hours of operation:

- [Telephone Support Hours](#)
- [Chat Support Hours](#)

[Solution Tools](#)
[Email](#)
[Print](#)

[Attachments](#)