

## **GENESYS**

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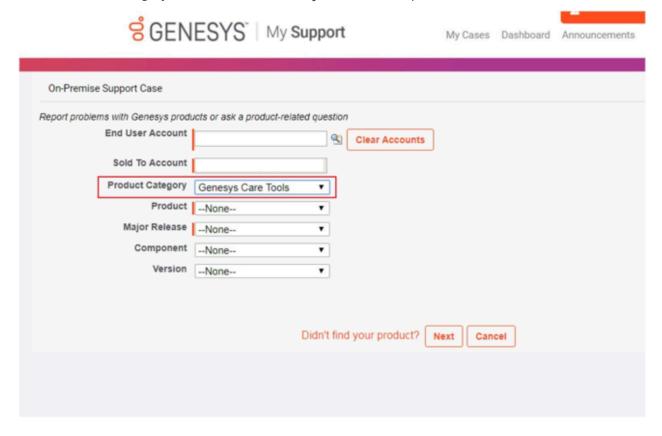
## Genesys Care Alarm Monitoring Advanced

Support

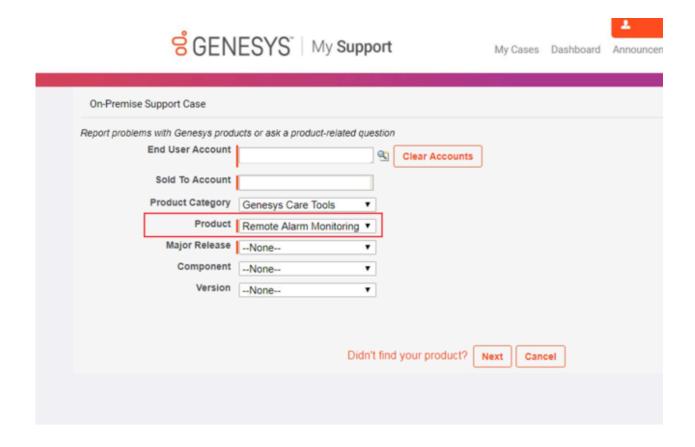
## Support

If you have an issue or a question regarding Remote Alarm Monitoring, you can submit a Support Case to Customer Care.

- 1. Login to My Support and click the **Continue to Dashboard** button.
- 2. On the Dashboard screen, select the Cases tile.
- 3. On the Create and Manage Cases screen, select the Open a Support Case tile.
- 4. For the *Product Category* field, select the **Genesys Care Tools** option.



5. For the *Product* field, select the **Remote Alarm Monitoring** option.



6. Submit your request and a Customer Care Tools specialist will contact you.