



Technical Support Contact

Our technical support team is available from Monday through Friday from 8:30 am to 5:00 pm US Central Time.

Support Tickets:

Open a support ticket via email	techtickets@drh.net
Open a ticket via the web	https://drhinternet.zendesk.com/tickets/new

We recommend submitting tickets when possible, so that the first available Support Team Member can respond.

Telephone:

Toll Free	866-374-4678 x2
International	219-472-2420 x2

Emergency Contact Information

We know that uptime is critical for all of our customers, and problems don't always happen when it is convenient.

We offer 24x7 support for Critical Malfunctions.

A "**Critical Malfunction**" of the GreenArrow software is a "**Malfunction**" which:

- (i) renders an Application or a significant part thereof inoperative or practically unusable, or
- (ii) causes loss of data or adversely affects data integrity

A "**Malfunction**" is a material failure of the GreenArrow Application, when operated in accordance with the documentation, to provide the functionality described in the documentation.

(These terms are defined in your GreenArrow License and Services Agreement.)

For example the following are not Critical Malfunctions (or Malfunctions):

- Incorrect configuration of the GreenArrow software
- Operating system issues
- Hardware problems with the server where GreenArrow is installed
- An urgent question regarding the GreenArrow documentation

If you have a "**Critical Malfunction**" as defined above, please call the following phone number: (219) 200-3006. You will receive a call back within one hour.

Sending an SMS / text message to any contact number will not reach us.

Please note that after-hours support for issues determined to not be Critical Malfunctions may be subject to our after-hours service rate.

[Click here](#) for the current time in US Central time zone.