

# Getting Additional Help

In this section, you can find information for using the ACS Help Center in the software, contacting Support and the hours of operation for the ACS Support Center, ordering forms and supplies, and troubleshooting information.

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## ACS Product Help

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ACS provides a complete set of [Help topics](#) with search and navigation.

When working in the ACS software, press the **F1** key to see Help for the area you're working in. For example, if you are reconciling a checking account and press F1, information about check reconciliation displays. If you are entering contact information and press F1, information about contact information displays.

ACS Help files are organized by module. That means when you work in [People](#), you view the People Help files. When you work in [Contributions](#), you can access Contributions Help files. If you browse Help and do not see a topic, go either to that topic's location in the software, or to the main menu for that module, then press F1 for the relevant Help files.

## Support

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You can contact our Support department for assistance. ACS Support is available Monday through Thursday from 9:00 a.m. to 8:00 p.m. ET and Friday from 9:00 a.m. to 6:00 p.m. ET. You can contact ACS Support by telephone at **1-800-669-2509**.

For our Support Representatives to best help you, please have the following information when contacting Support:

- Your site number.
- Your organization's name.
- A brief description of the situation. For example, if you receive an error message, record the error code and be able to describe exactly what you were doing when the error occurred.
- Information about previous calls about the same problem.
- Additional information such as the computer's operating system, the network operating system, installed hardware, and other installed software.

When calling support, follow the instructions on the automated attendant carefully so we can send your question to the appropriate support representative.

For more information on our support services and the maintenance plans available, call ACS Support at **1-800-669-2509** or visit [www.acstechnologies.com](http://www.acstechnologies.com).

## Troubleshooting

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If an error message displays or you experience an issue when working in ACS, the [Troubleshooting Website](#) is your source for resolutions and workarounds. It contains a database of frequently asked questions and issues to provide additional support to ACS users.

## Ideas to Impact

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[Ideas to Impact](#) is ACS Technologies yearly conference that brings together experts from many fields. Besides becoming more proficient in ACS or learning about ACS solutions that may help your ministry, you can learn from specialists from across the country who share information in their areas of expertise.

## Ordering Forms and Supplies

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The [ACS Online Store](#) is your source for any tax forms, envelopes, statements, and other supplies to complement ACS software and complete year-end tasks. Preprinted Contributions and Accounts Receivable documents can add professionalism to your statements. Payroll and Accounts Payable checks are available for laser printers, as well as Forms W-2 and 1099 that are guaranteed to work with ACS and comply with IRS standards.

We also offer peripheral hardware devices that work with the software. The ACS check reader and barcode scanner ease the entry of contribution and attendance information.

If you do not want to place an order in the online store, call 1-877-465-2727 or email [acsorders@taylorcommunications.com](mailto:acsorders@taylorcommunications.com).

To ensure fast, accurate service, always include your site number, full address for shipping, item numbers and descriptions, quantity, and color choice (when applicable).

All orders are shipped by UPS. Please allow 2-3 weeks for delivery. Payment options include Visa or Mastercard.

## Implementation and Training

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To get the most out of your ACS software purchase, consider implementation and formal training. Implementation experts will assess how your organization functions and share the solutions in ACS. Formal training can help users become more proficient in their knowledge and use of ACS. Training is not just for the novice; intermediate and advanced ACS users can improve their efficiency in working with ACS with targeted training.

We also offer ACS user groups, which are groups of ACS software users that meet to discuss their experiences and ideas. These groups may discuss the latest ACS upgrade or any other topic that is currently relevant to ACS users. User groups help you connect with other churches using ACS, improve your knowledge of ACS, show you ways to take that ACS knowledge and find solutions to your needs, and keep up-to-date with the latest features in ACS. If there is no ACS user group in your area, ACS will assist you in starting one.

Visit our [Training Website](#) or call 1-800-669-2509 to learn more about our training and implementation solutions.