

# Contact Support Details

000032314 | General Info | Last updated 2026-09-02 | General Support, Support Details

## AI Support Assistant

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|           |                            |                            |              |                        |                     |
|-----------|----------------------------|----------------------------|--------------|------------------------|---------------------|
| AutoStore | Capture                    | Communication Server (KCS) | ControlSuite | Copitrak               | eCopy ShareScan     |
| Equitrac  | Import Connector           | MarkView                   | OmniPage     | PaperPort              | Power PDF           |
| ReadSoft  | Robotic Process Automation | SafeCom                    | TotalAgility | Transformation Modules | VirtualReScan (VRS) |

## Contact Details for all Tungsten Automation Products

|                                                                                                                   |                                                                                                                                                         |                                                                                                                                 |                                                                                                                                                            |                                                                                                             |                                                                                                                              |
|-------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|
| <b>Documentation</b><br>Product documentation, guides, and specifications for ALL Tungsten Automation products.   | <b>Community</b><br>Get latest release news, share information, ask questions, find solutions, and follow topics.                                       | <b>Technical Support</b><br>Request help from Tungsten Automation support if you do not find a solution in the Knowledge Portal | <b>Product Activation</b><br>Information on how to activate your product's license.                                                                        | <b>Licensing</b><br>Contact details for all licensing & renewal questions.                                  | <b>Training</b><br>Access classroom and on-demand training and certifications.                                               |
| <b>Professional Services</b><br>Contact details to request a Services engagement for projects and customizations. | <b>Lifecycle Policies and End of Support Dates</b><br>Links to the Tungsten Automation Software Lifecycle Policy, Product Release and Sunset Schedules. | <b>Request Portal Access</b><br>The Customer Portal Account Request form can be found here.                                     | <b>Support Details</b><br>Support Services, including Support Commitment, Holidays, Tools, Self-Service, Lifecycle and Electronic Fulfillment information. | <b>License Activation &amp; Information</b><br>License activation and license information for all products. | <b>General Troubleshooting</b><br>General non-product and all product related informational and/or troubleshooting articles. |

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