

# Contact FileCloud Support

- Your FileCloud purchase comes with email and remote troubleshooting support.
- We answer all support questions within one business day and most within a few hours.
- If your question or issue cannot be resolved via email, our support team will connect remotely via screen-sharing software to troubleshoot and fix the problem on your server.
- Our support hours are from Monday to Friday from 9 AM to 5 PM US CST.