


How to Reach Us

Fortis

Technical Support

→ **Available 7 AM – 11 PM ET, seven days a week**

Please have your Merchant ID (MID#) ready for verification.

 **Chat:** Select the chat icon in the lower-right corner of fortispay.com or any screen within the Fortis Platform

 **Call:** (855) 465-9999, Option 1

 **Email:** premiersupport@fortispay.com

Customer Service

→ **Available 9 AM – 5 PM ET, Monday-Friday**

Please have your Merchant ID (MID#) ready for verification.

 **Call:** (855) 465-9999, Option 2

 **Email:** premiersupport@fortispay.com

After-Hours Inquiries

 **Email:** premiersupport@fortispay.com

Training & Self-Help Resources

→ **Available 24/7**

Access the self-help training library by selecting the Need Help icon in the menu on the left side of any screen within the Fortis Platform:

- Setup guides
- Training videos
- Feature demos
- Help documents & FAQs

Welcome

How can we help you?

Customer Service Web Chat

[Start Conversation](#)

Fortis Support

support@fortispay.com

Fortis Main Line

[\(855\) 465-9999](tel:(855)465-9999)

Fortis Website

