

# How to Reach Us

## 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](mailto: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](mailto:premiersupport@fortispay.com)

## After-Hours Inquiries

**Email:** [premiersupport@fortispay.com](mailto: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

