

How to contact Updox Partner Support

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Technical Support Hours

Business Partner Support is staffed Monday through Friday, 8:30am to 5:30pm Eastern Time.

Opening a Support Case

The email to the address below will open a case and send an automated response with the case number for further communication with your analyst.

Email: partnersupport@updox.com

Escalations

For any escalation needs related to the Partner Support Team please reach out to

- Pat Mize, Manager Partner Support, pmize@updox.com
- David Vanlandingham, Senior Director Customer Experience dvanlandingham@updox.com

<https://help.updox.com/help/how-to-contact-partner-support>
