



The Cloud Made Simple.

24/7 Technical Support



Online Support From IOCentral Support Center

You can open a trouble ticket 24 hours a day through our customer service portal:

1. Visit ioc.ironorbit.com
2. Log in using your username and password
3. Navigate to the Support Center and click “Create Ticket”
4. Fill out the form with a summarized explanation of your issue
5. Submit your ticket – a technician will review and follow up

Email Support Send To support@ironorbit.com

If your issue is urgent, add “Urgent” at the beginning of the subject line. If it’s critical, please call support directly.

Include in your email:

- **Subject Line:** Brief summary of the issue.
Example: Urgent – Unable to access Infinity Workspace
- **Email Body:** Summary of the issue Indicate if this is a recurring issue Best time to contact you and Your contact information

Phone Support Call: (714) 777-3222

Please have the following ready:

- Your company name, contact info, and personal security PIN
- A brief summary of the issue
- Whether it’s a recurring issue