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| Self-Help | Help Desk | Software Consultant |
| Save time with our self-help tools. Many questions can be resolved quickly using Alpine’s readily available “Embedded Help Documentation in Intelliview”.  Or register for Alpine Academy where you will find user guides, software release notes, software documentation, webinars, training materials and icon guides.   Alpine Academy: [alpineacademyitw.com](https://alpineacademyitw.com/) | Helpdesk is available from 7am to 6pm Central at    Call: (866) 237-2878  Email: helpdesk@alpineitw.com  Help Center: [alpineitw.zendesk.com](https://alpineitw.zendesk.com)  Online Site Keys: [itwbcgsitekeys.com](http://www.itwbcgsitekeys.com)  Contact them for: software authorization, general questions on software functionality, informational support, reporting software issues, software updates, software installation requests, or any urgent requests your software consultant  can’t get to. | Software Consultants are typically available during local business hours for the below issues:    Software consultants are available for customization (Trusbid, Bactchcut or Report file), urgent support needs (Server down/production stopped), reporting software issues affecting production, hardware/software guidance, change management (Update versions, performance tuning etc.), or to discuss support satisfaction. |
| Structural Engineering | Equipment Tech Support | Salesperson |
| Alpine Structural Engineers are available at  [(800) 521-9790](mailto:(800)%20521-9790) or  [structuralengineeringsupport@alpineitw.com](mailto:structuralengineeringsupport@alpineitw.com).    You may also contact your local engineers directly for questions regarding a job sent in for seals, truss repairs, you have technical questions about truss design/plating (i.e. how to get a truss to pass), or you are not sure how to properly load a truss in IntelliVIEW. | Equipment tech support is available from 7am to 6pm Central at [(800) 521-9790](mailto:(800)%20521-9790) or  [machinerysupport@alpineitw.com](mailto:machinerysupport@alpineitw.com).    Issues with Alpine equipment, pieces are being cut at the wrong length/angle, errors with equipment software, help with calibration, help changing options at a saw or assembly table, saw won’t power up, or AutoSet pucks aren’t moving etc.  For issues or questions related to eShop applications, Helpdesk (above) is the preferred option: eShop Manager, eShop web stations, Manual cutting or assembly stations or eShop database issues. | Alpine Sales reps are typically available during local business hours.  If you don’t know who your local Sales rep is, please contact your Software Consultant or fill out the form at the bottom of this page: [Alpine ITW Support Website](https://alpineitw.com/services-support/engineering-software-and-equipment-support/)    Contact them for: questions regarding a plate order, you want to schedule training with the Alpine training department, new designer training, continuing education training, you are interested in purchasing Alpine equipment, or you are interested in adding more modules to your Alpine software STITCHER, iPanel, eShop, etc. |

**Customer Support Resources**:   
We are passionate about ensuring you receive the help you need in a timely manner. If you have a question or issues with Alpine software here are a list of our support resources: