

How to Contact TDO Support

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Overview

This article will guide you on how to contact TDO Support if you need assistance.

Detailed Instructions

Support Resources

We offer technical support resources that you can access at any time.

- TDO Knowledge Base - Search our [Knowledge Base \(KB\)](#) to find articles and guides on commonly asked questions.
- TDO Online Training – our online training is available 24/7 at [TDO University](#).
- TDO Help Menu – There are links to help modules inside TDO. To access the Help menu, open TDO, go to Help (on the top right side), and select the desired help module.

Support Hours

Our TDO Technical Support Specialists are available online **Monday through Friday from 5:30 am to 5:30 pm (Pacific Time)**.

Submit a Ticket through TDO

This is the preferred method and the quickest way to contact TDO Technical Support. Follow these steps to submit a technical support ticket from inside TDO:

- In TDO, go to “**Help**” on the top right ribbon.
- Then, select “**About TDO/Submit Ticket**”.
- Click “**Submit Ticket**” button on the bottom right.
- Complete all areas of the form, and when finished, click “**Submit**”.
- You will be contacted by a Technical Support Specialist shortly. There is no need to call TDO Technical Support.

Communicate through “Live Chat” Online

To contact Live Support online, please follow the steps below:

- Go to tdo4endo.com.
- Click on “**Live Chat**” on the top right of the home page.
- If Live Chat shows in red, leave a message. If Live Chat shows in green, complete the form, and in seconds, you will be communicating with a Support Specialist.

- Live Chat can also be launched within TDO.
 - Help tab > Chat > Fill out the form and click the 'Submit' button
 - To cancel the chat, click on the 'Close' button in the bottom right corner

Email TDO Support

Support can also be reached by email at support@tdo4endo.com.

Contacting Technical Support by Phone

We recommend utilizing the resources above for the quickest response possible; however, Technical Support is also available by phone.

Support number - (858) 558-3696

Online URL: <https://kb.tdo4endo.com/article.php?id=742>