

Instructions to Contact Tech Support by Phone



Please choose the following prompts when contacting phone support:

Select Option 1 for Support

- > Press **1** for a **New Case** or press **2** for an **Existing Case**
If you are calling about an existing case, please share the case number for more direct routing of your call.
- > Enter your Support ID
If you do not have a Support ID, please stay on the line to bypass this option.
- > Select Option 8 for TalentEd
- > Select from the following menu options:
 - Select option 2 for Applicant Tracking
 - Select 2 - Hire Enterprise / SearchSoft
 - Applicants, please press 1, all other callers please press 2.