

Different Ways to Submit & Receive Support

While you can call our support line at (315) 255-0900, medent strongly recommends submitting an online support request using our secure form. This ensures your request is sent directly to the correct department and allows us to begin resolving the issue prior to a callback.



**Visit [medent.com](https://www.medent.com).
Click Support.**

Click the Support tab on our website and enter your account number to log a support case.



**Click Contact medent Support
within your medent session.**

Click the Notification Menu in the top right corner of medent and select "Help and Video Tutorials" and "Contact medent Support." This will open our secure online support form and automatically inserts your medent Account Number in the first field.



Remote Connection

After submitting your support request, you may be asked to establish a remote connection with one of our representatives. We will provide a 9-digit support key, which you can enter under the Remote Connection field on our Support page, or we will ask you to click "Connect" to join GoToMeeting.



PC Display Info

We may ask you to provide us with your PC display information. To do so, click the Notification Menu in the top right corner of medent and select "Help and Video Tutorials" and "About medent." Then, click "PC Display Info" in the popup.

Keep in mind, the more information you can provide us about your issue, the quicker it can be resolved! Please be as specific as possible in your support requests.