

Contacting the CBS Help Desk

Central Business Systems Help Desk is designed to provide you with professional and courteous customer service, expert problem resolution and unparalleled peace of mind. We like to be flexible, so we've established several means for you to get in touch with our certified engineers when you need any help.



Contact the Help Desk via Email

Engineers can be contacted via email at this address: Help@cbsedge.com

- Use this option for noncritical requests that do not need an immediate response.



Contact the Help Desk via Phone

Our engineers are available via phone between the hours of 8am – 5pm, Monday - Friday, and can be reached at **(859) 899-9967**

- Use this option for fast critical support. Speak to an engineer live on the phone.



Contact the Help Desk via Web Chat

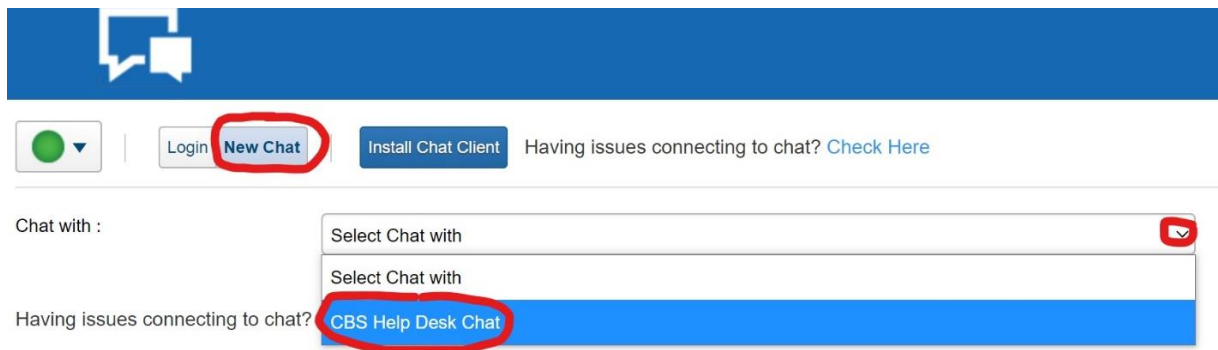
The Help Desk can also be contacted via web-based chat.

- Link: [Http://bit.ly/CBSChat](http://bit.ly/CBSChat)
- Chat can be used for both noncritical and critical support as an engineer will be live on the chat with you.



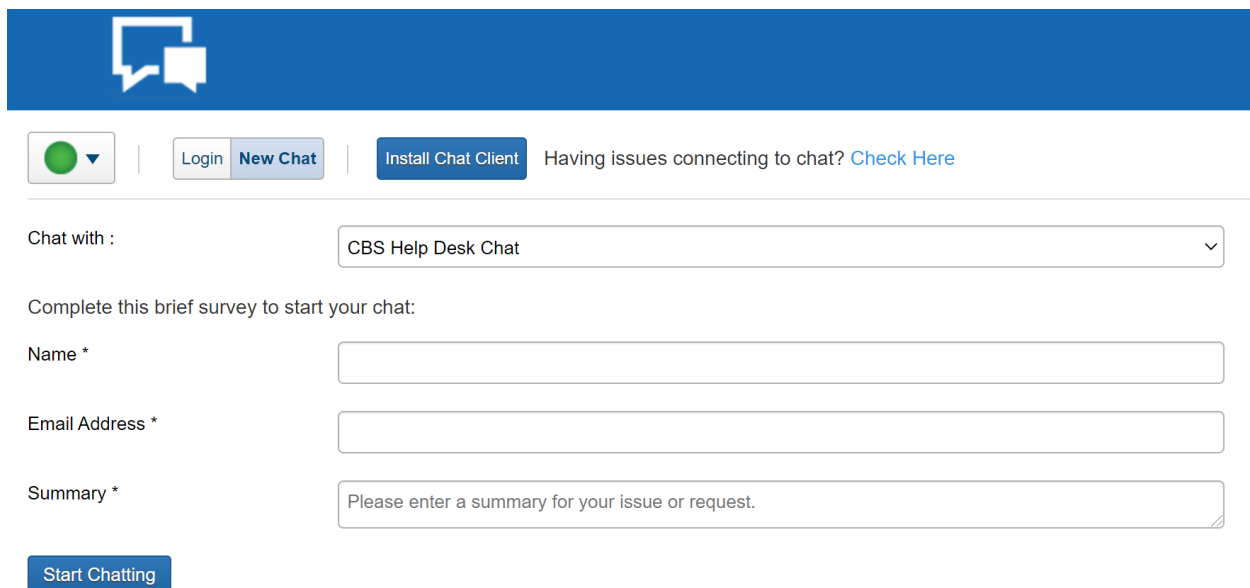
How to use CBS Chat?

1. Click on the link: [Http://bit.ly/CBSChat](http://bit.ly/CBSChat)
2. Click on New Chat
3. Click the down arrow and select “CBS Help Desk Chat”!



The screenshot shows the top navigation bar with a blue background and a white chat icon. Below the bar, there is a row of buttons: a green status button, a 'Login' button, a 'New Chat' button (circled in red), and an 'Install Chat Client' button. To the right of these buttons is a link: 'Having issues connecting to chat? [Check Here](#)'. Below this row, there is a 'Chat with :' label and a dropdown menu. The dropdown menu is open, showing 'Select Chat with' at the top, followed by 'Select Chat with' and 'CBS Help Desk Chat' (which is highlighted in blue and circled in red). Below the dropdown menu, there is another link: 'Having issues connecting to chat? [Check Here](#)'.

4. The screen below will open.



The screenshot shows the same top navigation bar as the previous image. Below the bar, there is a row of buttons: a green status button, a 'Login' button, a 'New Chat' button, and an 'Install Chat Client' button. To the right of these buttons is a link: 'Having issues connecting to chat? [Check Here](#)'. Below this row, there is a 'Chat with :' label and a dropdown menu. The dropdown menu is closed, showing 'CBS Help Desk Chat' selected. Below the dropdown menu, there is a survey form with the following fields: 'Name *', 'Email Address *', and 'Summary *'. The 'Summary *' field has a placeholder text: 'Please enter a summary for your issue or request.' Below the survey form, there is a blue button labeled 'Start Chatting'.

5. Fill in your first and last name.
6. Fill in your business email address.
7. Type the summary of your problem and click “Start Chatting”.

* Note: if you would rather not use a browser choose “Install Chat Client.” For PCs only.