iCIMS

Working with iCIMS

Technical Support

Before you request support

The iCIMS Community Learn resources are excellent first lines of support prior to submitting a ticket. Within the Community "Learn" tab, you can visit the Knowledge Base, which has hundreds of articles and videos about how to leverage iCIMS products, the iCIMS Training Academy, which has on-demand courses for maximizing your iCIMS usage, and iCIMS Release Resources, where you can be in-the-know about the latest iCIMS release features.

You can also head to the "Collaborate" tab to connect and knowledge share with fellow iCIMS customers. Post a question in the "Questions and Answers" section and receive an answer from an iCIMS expert or share your thoughts and feedback in the iCIMS Forums and Groups and sync with iCIMS users. Often, you may be able to get an answer for your inquiry from Questions and Answers or Forums and Groups and not need to file a ticket. The Community can be accessed by using the Help button through one of the Talent Cloud products or by visiting **https://community.icims.com/login**.

Below are the ways in which to contact our Technical Support team. Note: Live inbound phone support is only available to System Admins on our Premium Success Plan. Inbound phones can be utilized by our Standard Support System Admins to leave a voicemail for production stopping issues, although we recommend using chat first.

1. [Submit an electronic ticket](#) (Product Support options are only available to System Administrators)

   Please **open an online ticket** if you need assistance with:
   - **"How to" requests**
     - For example, questions about reporting or configurations
   - **Configuration Changes**
     - Integrations

- **General technical difficulties**
  - System slowness
  - Individual error messages

2. [Chat with a Support agent](#) (Only available to System Administrators)

   Chat is best used for general questions around things like basic platform modifications or to quickly bring urgent matters to our attention. For more complex platform modifications, larger initiatives, and less urgent requests submitting a ticket is the recommended option.

3. [Submitting a case via phone](#) (Live inbound phone support is only available to System Administrators on our Premium Success Plan. Standard Support System Admins can utilize inbound phones to leave a message for production stopping issues, although we recommend using chat first.)

   Please call iCIMS at 1-800-889-4422, Option 1, and speak with an agent if you need assistance with:
   - A system outage
   - Cannot access the care community and need to log a case.
   - Need immediate support and prefer to speak with an agent.

Submitting an electronic ticket

Tickets can be submitted directly from the iCIMS Community site. This is our recommended way of contacting our support engineers. Entering a ticket this way automatically routes your ticket to whichever team member is best equipped to handle your request. You can also attach images and supporting documents related to your inquiry. Users can monitor the status of their tickets and add comments through the ticketing system.

1. Login to one of your iCIMS Talent Cloud products and locate the Help button or visit https://community.icims.com/login.
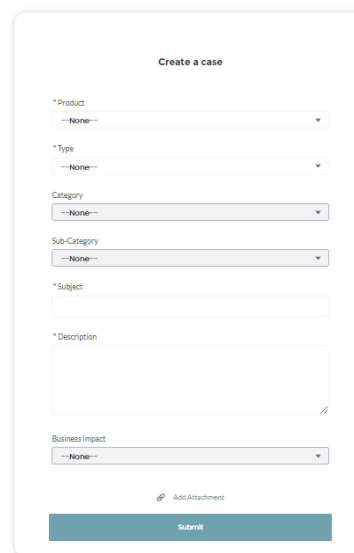   - This launches the Community site where you will be asked to log into the Community using your work email and a verification code sent during the login process.

2. Once on the Community site, click **Support and then Create a Case**; this will bring you to the submission page.
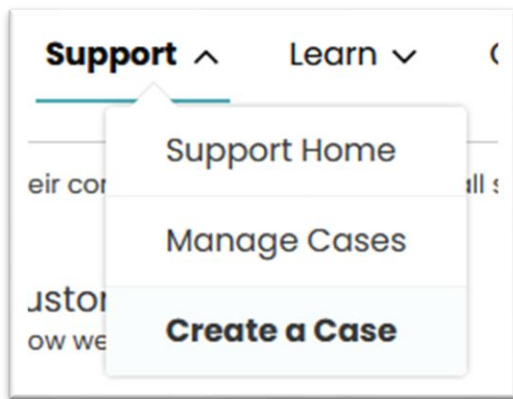
Be sure to fill out all fields:

- **Product:** The Product the case pertains to.
- **Type:** Configuration Change, General How to, Technical Issue
- **Category:** What feature of our products are you experiencing an issue with?
- **Sub-Category:** An optional field to provide us with more information about your topic.
- **Subject:** Topic of the case
- **Description:** An explanation of what you are looking to accomplish or what you are experiencing in the Platform.
- **Business Impact:** Your perspective on the priority of the case

Best practices for submitting a ticket:

There are 3 general topics that customers contact us for:

Configuration Changes – A request to update how something functions in the Platform.

- For configuration changes please provide a description of what you are looking to accomplish, and the result you wish to achieve.

How to Questions – Includes general questions about how a feature works or process related questions. Many answers to questions can be found in our Community Knowledgebase and Customer forums.

- For how to questions, please provide a description of what you are looking to accomplish, and the result you wish to achieve.

Technical Issues – Concerns that something in the Platform is not functioning as designed.

- For Technical Issues please provide as much of the following as you can.
    - Steps to replicate the issue
    - Is the issue being experienced by all or some users
    - Example user(s) being impacted
    - Error messages being received
    - Screenshots

What information should I provide the Support team?

Below are some best practice suggestions on what type of information the Support teams need to solve your problem quickly and efficiently.

Reason for inquiry	Information to Provide
User Management/Profiles	• A lot of user management can be done by a User Admin. Where Supports assistance is needed the following info will be helpful: • Example Users System ID • Login group • Permissions to add/remove
Emails	• Content of email • Variables needed • Email Template Name • Email sender/receiver • Date/time of when email was sent • Error Messages
Searching/Reporting	• Name of existing search • Data trying to pull • Location of fields
Event Notification	• Criteria to trigger event • Search template being used • User performing trigger action • Example candidate • Date/Time Stamp
Connector	• Vendor Name • Error/Error Log • Time Stamp • Profile ID • Column Headers/Field name

iForms	• Word document of form to replicate or document highlighting and notating requested changes. • Form Name • Details on pre populations, dropdowns dependencies, profile association. • Permissions • Is form part of a connector or data feed?
Portals/ Apply Issues	• Portal Name • Fields and are they Required or optional • Screenshot of verbiage • Example job system ID • Example candidate
ATS Portal Branding	• URL of which portals need to be updated • URL of site to brand from
Career Site	• URL's • Example Job System ID • Example applicant • For Branding – A document mocking up and notating the additions/changes
Text Engagement	• Username • Phone Number or desired area code • TextApply keyword • Date/Time of message sent • Example message sender and receiver

Non-System Admin Cases

Only designated System Administrators can open support cases and System Administrators should be your first point of contact for all inquiries. A list of your organizations System Admins can be found on the Support Home page.

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For additional support

Reach out to your system administrator

Kristin	Bruce	Al
Talent Cloud	Candidate Relationship Management Career Sites	Talent Cloud
1a26a997a1@1a26a997a1.data	dr@icimcs.com	

Should your company no longer have an active System Admin, or when direct avenues of contact to iCIMS Account Management Teams and Accounting are not adequate, the Account Services option can be used to open a ticket for our Technical Support team to provide guidance or to find the proper resource to contact you.

Contact Customer Support
Tell us how we can help.

Product
Account Services

Type (TS)

Configuration Change Request ▾

Subject

Description

Business Impact

Minor ▾

🔗 Upload File

Submit

Chatting With a Support Agent

To contact a Support agent via chat, navigate to the Create a Case menu by clicking **Support and then Create a Case** and the chat widget can be found on the bottom right-hand corner of the page.

Be sure to update all the applicable fields in the submission form from the default options.

Submitting A Case Via Phone (Live inbound phone support is

only available to System Administrators on our Premium Success Plan. Standard Support System Admins can utilize inbound phones to leave a message for production stopping issues, although we recommend using chat first.)

Users in the U.S. should call 1-800-889-4422 and select option one to speak with a Support team member who will gather information about the inquiry and prioritize the request to a Technical Support Engineer. Users in the U.K./E.U. should call +44 (0) 808 164 2563. Support is available 24 hours a day, 7 days a week. iCIMS may have limited support on company-recognized holidays and company events. **Below is a look at some functionality that will help you get to a representative quickly.**

Dynamic Lookups

We now have dynamic lookups integrated in our system that validate a caller's phone number, or mobile number, that we match to the phone fields on your Community profile. This validation enables Technical Support Engineers to easily reference customer information when handling calls and prioritizes customers calling in over unknown callers. In the event you wish to call from a different number than the ones captured on your Community profile, you will be able to manually enter the main phone or mobile number you previously established on your Community profile. This functionality is only as valuable

as the data it validates, so **please make sure to update your contact number via the Profile Page on the Community site or notify your Account Manager or Customer Success Manager.**