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## Working with Ex Libris Support

- **Product:** Cross-Product
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Working with Ex Libris Customer Care Effectively (click [here](#) to open) is presented to new Ex Libris customers, and existing customers who have recently completed a new product implementation.

It includes the following topics:

- Support Journey with Customer Care
- Self-Service Options
- Submitting Cases and Chat Support - Best practices
- Managing cases in the support center
- Troubleshooting Tips
- Useful Resources

Ex Libris Support Quick Reference Guide (click [here](#) to open) provides a brief summary of the information in the Working with Ex Libris Support presentation, perfect for sharing with your colleagues.

### What to Include in a New Support Case

A useful guide on what to include in a Support Case to ensure quicker Case resolution and avoid unnecessary delays. (click [here](#) to open)

### Additional Information

[New to working with Support and not sure where to begin.](#)

[Submitting a Case - One Page -](#)

### Attachment

[Ex Libris Support Quick Reference Guide](#)

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