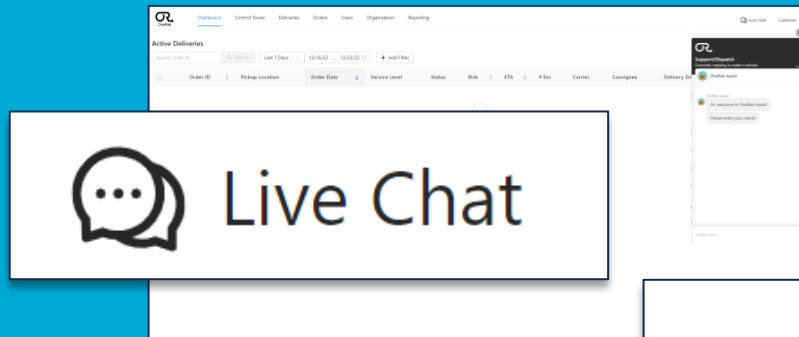


# Live Chat Support

OneRail



The Live Chat function is a real time support line directly to OneRail's live support team.  
Select the "Live Chat" button in the upper right-hand corner of every page.



## Support handled through Live Chat Support:

- Service incident
- Customer issue or complaint
- Delivery issue or complaint
- Cancelled order
- Order status

## Things to know before selecting Live Chat Support:

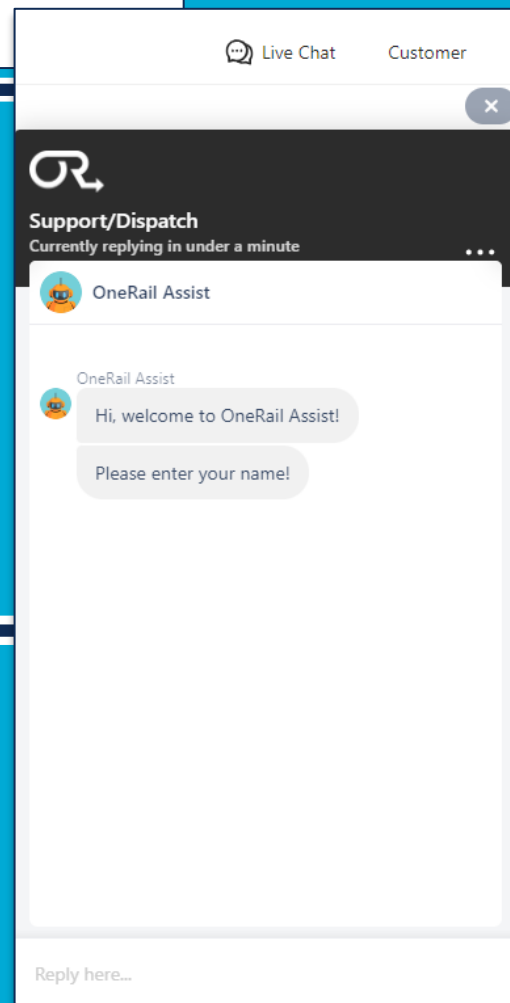
- Your name
- Organization/Store
- Order number (if applicable)
- Customer name (if applicable)
- Ticket type-Customer Support or Dispatch

## Response Time:

- See contracted Service Level Agreement.

## Hours of Operation:

- See contracted Support Hours.
- Live Chat Support generally available:
  - Monday – Friday 7:00am-8:00pm EST
  - Saturday – Sunday 8:00am-8:00pm EST



OneRail Support Email: [support@onerail.io](mailto:support@onerail.io)  
OneRail Support Line: 321-326-8883