How to: Contact Partner Support

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Technical Support hours

Business Partner Support is staffed Monday through Friday, **8:30 AM to 5:30 PM** Eastern Time.

Open a support case

Email the address below to open a case and send an automated response with the case number for further communication with your analyst.

Email: partnersupport@updox.com

Partner team: Questions and inquiries

For the fastest assistance, contact your account manager directly. If you don't have their information, use the email below, and our Business Development team will be glad to help with any questions you have.

Email: bizdev@updox.com

Updox Holiday Schedule

Our offices are closed in observance of the following holidays:

Holidays
New Year's Day
Martin Luther King, Jr. Day
Memorial Day
Juneteenth
Independence Day
Labor Day
Thanksgiving
Day after Thanksgiving
Christmas
* If the holiday falls on a Saturday, it is observed on the preceding Friday.
* If the holiday falls on a Sunday, it is observed on the following Monday.