Technical Alert: Emergency Technical Support Now Available

Glenwood Systems is now offering weekend and holiday Emergency Technical Support to our customers.

On weekends and holidays from 7:00am EST – 1:00pm EST calls to Technical Support will be received by an answering service and then assigned to the on-call engineer within 30 minutes. The engineer will assess the urgency of the reported problem and then provide the customer with an update. Non-critical issues will be handled the next business day.

Critical issues and emergency support include the following:

- Server down / not working
- Application running very slow
- Unable to login to GlaceEMR
- Unable to send electronic prescriptions
- Issues related to hardware:
  - If a standby mirror server is configured for a customer, Glenwood will switch the customer to the mirror server.
  - If a customer is using our hosted cloud-service, Glenwood will immediately handle the hardware issues.

Contact the Emergency Technical Support Team on weekends and holidays between 7:00am EST – 1:00pm EST by calling (877) 728-7070 and select Option #5.

Thank you,
Glenwood Systems