

# Phone Support Guide

When you reach out to the Client Support team at eMoney, you will be directed to our interactive voice response system designed to guide you to the most qualified representative to address your questions.

**Hours of Operation: 8 am – 8 pm EST (Mon–Fri)**

## Step 1

**Dial 888.362.8482**



**Press 1 or say “Customer Service” for Client Support and Technical Support**

## Step 2

Describe the reason for contacting Client Support in a few words or a short phrase. Here are some descriptions that follow these recommendations, for example:

- “reset my password”
- “error with Orion integration”
- “connection error”
- “cash flow report questions”
- “input an IRA”

## Step 3

For topics that require assistance, you will be connected with a representative who specializes in that area. For simpler topics, like unlocking accounts or resetting passwords, you will be directed to the automated self-help options.

### Verification Process

- If you're calling from the number on file for your account or the number used for your 2-Factor Authentication, Client Support will quickly be able to verify your identity and proceed with the call.
- To streamline your verification in the future, please update your phone number used for 2-Factor Authentication or email [customerservice@emoneyadvisor.com](mailto:customerservice@emoneyadvisor.com) with your preferred phone number.
- For more information about eMoney's 2-Factor Authentication, [click here](#).

## Self-Help Available 24/7

Automated self-help support is available after hours, so you can access features like automated password resets - even on weekends!