

Global Technical Support Contact Information

000034366 | Reference | Last updated 2026-09-02 | General Support, Support Details

How to Contact Technical Support

All New AI Support Assistant

Get instant answers to issues or questions anytime - try our new AI Support Assistant [here](#).

Knowledge Portal

Explore the Knowledge Portal articles for answers, tips, and best practices to maximize your use of our solutions.

Tungsten Automation Community

Connect with fellow users and experts to share ideas, solve challenges, and drive innovation together in the Tungsten Automation Community.

Support Case Portals

If you are unable to resolve your issue using the [AI Support Assistant](#) or the [Knowledge Portal](#), please log a case in the Support Portal.

Customer Portal – <https://support.kofax.com/> **Partner Portal** – <https://partner.kofax.com> For details on accessing the Customer or Partner Portal, please refer to the Support Portal Information article, which provides an overview of both portals. For more information on creating a case, please refer to the How to create a support case in the Tungsten Automation Support Portal article.

24x7 Case

Steps to raise a 24x7 case and request assistance outside business hours.
If you require immediate critical production support outside regular Technical Support business hours, **and** your support contract includes 24x7 support, please create a **Critical** case and make sure to **check the 24x7 box** on the case in the portal. You will then receive an automated email with further details on how to directly contact us if the situation requires it.

Countries	Phone Number		Countries	Phone Number		Countries	Phone Number
Australia	+61 2 7226 3960	India	+61 2 7226 3960	Singapore	+65 6 958 1045		
Austria	+43 1 4240501	Italy	+39 02 3651 0760	Slovakia	+421 650 390 917		
Belgium	+32 3 215 00 30	Japan	+61 2 7226 3960	South Africa	+44 20 3830 3144		
Brazil	+57 60151 43724	Malaysia	+61 2 7226 3960	Spain	+34 93255 9949		

Denmark	+45 78 15 30 74	Mexico	+52 55 9156 9401	Sweden	+46 8 580 993 27		
France	+33 18721 6394	Netherlan ds	+31 24 208 4011	Switzerlan d	+41 43551 0612		
Germany	+49 761 68074005	New Zealand	+64 9 802 3656	United Arab Emirates	+44 20 3830 3144		
Hong Kong	+61 2 7226 3960	Norway	+44 20 3830 3144	United Kingdom	+44 20 3830 3144		
Hungary	+36 1 700 9622		Portugal	+351 21 027 0386		USA	+1 (415) 869- 5057

<https://aio-eus-uat-cae-aif-app14-local.redglacier-35d7ee4f.eastus.azurecontainerapps.io/article/34366>