

# Support and Contact - Support Options

- [Introduction](#)
  - [Data/Trade Service Connection Problem?](#)
  - [Self Help](#)
    - [Software Documentation](#)
    - [Site Search](#)
    - [Help / Frequently Asked Questions](#)
  - [Sierra Chart Accounts](#)
  - [Pricing Questions](#)
  - [Support Board - Online Support](#)
  - [Telephone And Interactive Remote Assistance Support](#)
  - [Management Contact](#)
  - [Trading Support](#)
  - [Telephone Support Policy](#)
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## Introduction

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On this page you can find all of the various available support options.

## Data/Trade Service Connection Problem?

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If you have logged in successfully to Sierra Chart but have trouble connecting or logging in to your external Data or Trading service, and need a solution to this problem, then refer to [help topic number 62](#).

## Self Help

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### Software Documentation

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The [Software Documentation](#) is the complete documentation for the program. Be sure to read the [Getting Started](#) documentation page.

### Site Search

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[Sierra Chart Site Search](#) : Use the Search box at the top of all Sierra Chart website pages to search this website and all Sierra Chart documentation pages.

### Help / Frequently Asked Questions

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The [Help/Frequently Asked Questions](#) page lists answers to questions and problems you may have. Most common issues are answered here in detail. Try to find your answer on this page before sending a question to support.

## Sierra Chart Accounts

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If you have a problem logging into the software, you have a question about your account (not a technical software question), you need help with an error related to your software service package, you need help with making a payment, have a billing question, or you lost your password, go to the [Sierra Chart Accounts](#) page, for instructions and to contact Account Support.

This contact method is not meant for technical software support. For technical software support, use support options [3 or 4](#).

If you are a new user, have never used Sierra Chart before and you see a message on the Sierra Chart System Notification window that says **THIS ACCOUNT REQUIRES ACTIVATION**, then refer to the [Sierra Chart Trial Account and Account Activation](#) page.

## Pricing Questions

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If you have a pricing question, first take a moment and review our [Packages and Pricing](#) page.

If you have further questions, it is preferred that you post your questions on the [Sierra Chart Support Board](#). It is quite easy and it only takes a few minutes.

If you have a pricing question, you need to first let us know what [Data or Trading service](#) you wish to use. If you have been referred by a broker to us, then be sure to tell us which broker. Otherwise, without having this information it will be difficult for us answer a pricing question because we do not know what Data or Trading service that we support, that you want to use.

If you have questions about the pricing of an external Data or Trading service, those questions must be directed to that service and not us.

## Support Board - Online Support

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If you need help with the Sierra Chart software, or the Data or Trading services, use the [Sierra Chart Support Board](#).

The Support Board is for all questions about and suggestions for the software and supported services. Including [pricing questions](#).

**Avoid** sending requests by email since it is more organized and efficient for us to handle support through the support request pages on the Support Board. Files can be privately attached to a Support Board post and only seen by Sierra Chart support.

The Support Board provides reliable, efficient and organized communication between you and us. Sierra Chart Engineering continuously monitors the Support Board and it is given the highest priority.

Sierra Chart support will promptly and accurately respond to messages posted on the Support Board. You will also receive an e-mail notice when your message has been responded to.

If complete privacy is needed, you can use an [Account Support Ticket](#) instead.

Questions and requests sent to us by email that should be on the Support Board or through an Account Support Ticket will be delayed by 2 days or not answered at all. In general, we no longer are answering support questions by email unless we believe there is a good reason. If you are asking Sierra Chart Support questions by email related to pricing for external data feed services and when there are exchange fees involved, you can forget about receiving a response because you will not. We will always respond to email messages and direct you to the Support Board if that is where the question/request needs to go and this will happen in 90% of the cases.

## Telephone And Interactive Remote Assistance Support

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Telephone and Remote Assistance Support is only provided within the discretion of Sierra Chart Support. It is only used for help with basic operational issues that are within our control to resolve. For example, if you are having trouble connecting to an external Data or Trading service and need some special assistance for this. It is also important that you have your external service username and password, so that we can help you.

If you would like telephone and remote assistance support in general, then this is available for 0.80 USD/minute. Free telephone support is not provided with the low software and service prices that we charge. If you wish to request the paid service, send us a message through the [Account Help Tickets](#) page indicate that you wish to use this service. During this service we use [Remote Assistance](#) to view and control your desktop. The time should be prepaid and we will arrange that with you ahead of time.

Link to [Remote Assistance Program](#).

## Management Contact

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To send a private message to the Management about business related issues, use **[Java Script Is Required. To View The Email, enable Java Script]**. This address is not for any other purpose and improperly directed e-mail will not be replied to at this address.

If you do not receive a reply for your e-mail message, then check your junk folder and make certain that messages from SierraChart.com are allowed on your e-mail account.

## Trading Support

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The Sierra Chart software provides complete [Trading capabilities](#) and interfaces with many Trading services. All orders are routed directly to those services and not through Sierra Chart systems with the exception of Teton order routing. If there are any problems with these connections, then in most cases we are automatically notified.

Or you can let us know through our [Support Board](#) and we will always promptly resolve any issues within our control.

If you have some priority issue involving trading, this must be directed to your trading/broker service. We are not a broker, we cannot access your trading account and cannot provide any priority trading support. Sierra Chart support should never be relied upon for that.

Depending upon the particular Trading service being used, there may or may not be an electronic alternative means to access your trading account. You can ask [Sierra Chart support](#) about what would be available. If there is not an alternative means to access your account you are unsure about the status of Orders or Positions you must call your broker by voice.

If you have a question about the trading functionality in Sierra Chart, or question about some particular live or simulated event that occurred that was unexpected, we will according to our own schedule, provide reasonable support for that. For these kind of questions, use our [Support Board](#). The Support Board, does provide a private method to provide your Trade Activity Log in the case where we ask for that.

Understand that any unexpected live trading issues that have occurred cannot be resolved by us. We can only explain what has happened based upon the order and fill activity in the **Trade >> Trade Activity Log >> Trade Activity** tab. It is solely within this discretion of Sierra Chart support as to whether we will undertake the time necessary to analyze a Trade Activity Log and explain a particular issue that has occurred which was outside of our control and not related to the Sierra Chart software.

If you have any questions about the trading activity and the responses received from the trading server for your orders, you will only need to look at the [Trade >> Trade Activity Log](#) in Sierra Chart. All of the information resides there in an organized format.

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\*Last modified Wednesday, 05th July, 2023.