Requesting Technical Support from the MHI Support Desk

1.   Introduction

This document provides instructions for requesting support for MHI and associated third-party products from the Support Desk.

MHI products include PSCAD, Enerplot, PRSIM, PSCAD Initializer and the License Manager. Third-party products include the Intel Fortran compiler, GFortran, and Sentinel Drivers.

Our dedicated technical support team provides assistance with a variety of requests, including:

- Software Support
  - Installation and licencing
  - Compiling software setup, building and running (PSCAD)
  - Usage
- Engineering Support (PSCAD)
  - Components modeling
  - Engineering examples
  - Simulations

The MHI support desk may be contacted via e-mail, website form, or PSCAD application. Refer to the following sections for details.

2.   Requesting Support – Sending an E-mail

Send in your support request to support@mhi.ca. In your request, please provide issue details, screenshots of any error messages, as well as your license number.

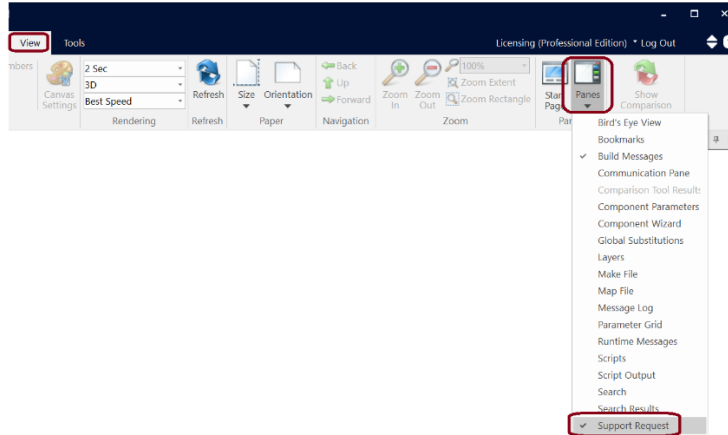## 3.   Requesting Support – Support Desk Portal

Fill in the support desk form.

4.   **Requesting Support – Using the PSCAD Support Request Feature**

Use the PSCAD support request feature as follows:

     a.   Display the Support Request pane:

     b.   Fill in the form as shown below, then select "Submit".

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