

Support & FAQs

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EventsAir Support

Using our chat window is the fastest way to receive support!

The chat window opens after you choose "Help" at the top right of EventsAir (V.16 and above).

You can also find answers in our help center articles and FAQs.

We can respond to your support requests **more efficiently** when you submit a support request via the chatbot. If the bot can't answer your query, a support ticket will be created.

Tickets are the fastest way to receive support.

However, phone numbers are listed below if for some reason you're unable to submit a ticket.

If the chat window isn't available you can also email support@eventsair.com

Phone and email response times may be slower than support ticket responses.

Toll Free Australia:

1300 CENTIUM (1300 236 848)

Toll Free USA:

1 855 236 8486

Toll Free UK:

0808 280 0738

International:

+61 7 3341 8320

Fax: +61 7 3219 8319

The old support portal is now set to 'read only' but you can still log in to see your old tickets: [EventsAir Assist](#) | [Sign In](#)

NOTE: We offer a chatbot support option to help you with EventsAir, however we can't add a chatbot to your EventsAir to help your attendees. You can, if you want to, offer Live Support (by members of your own team) within an OnAir Portal.
