Where do I get Carlson support? How much will it cost me?

August 23, 2015
It's free. It's always free. Straight from Carlson.

It doesn't matter if you're on the latest version or on a version that's 10 years old – it's always free.

You can email Carlson tech support or call (606) 564-5028. You might also check Carlson's Knowledge Base site which provides answers to many common questions including KB 1078: Troubleshooting Guide

Because I have them as a backup, I also try to answer as many tech support questions as I can. You can follow this link then click on ***Request for Tech Support*** or just feel free to copy me on that email to Carlson.

BIG REQUEST: When calling or emailing for technical support, the first question you'll likely get from either me or

Carlson is “Are you using the current build?”. If you want us to love you even more make sure to say, “Oh, by the way, I’ve already checked and I’m using the current build”.

Read this FAQ to verify you are running the latest build of your software

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That CAD Girl

If you find the material on this website helpful, please consider supporting That CAD Girl by requesting a custom proposal or emailing us at ContactUs@ThatCADGirl.com the next time you need to renew your maintenance, upgrade or purchase new software.