

How to Contact TripSpark Customer Care



TripSpark Technologies is committed to providing the best customer care in the industry. There are several different ways you can contact us for assistance.

PHONE	TripSpark Platform 1 (877) 411-8727 Routematch Platform 1 (866) 653-3629	<ul style="list-style-type: none">• Our Call Center is here to serve you from: 8AM to 8PM ET, Monday to Friday• Outside business hours, for emergency calls, call our toll-free number and listen carefully to the menu options before leaving a message to ensure your call is routed properly and you are responded to promptly. Leave your name, organization name, and your number with a brief description of your problem.• Please contact Customer Care (the toll-free number) instead of a TripSpark specialist directly. It will help us serve you better.	
ONLINE	www.MyTripSpark.com	<ul style="list-style-type: none">• Visit our Customer Care portal to submit support requests, track your support tickets, access documentation and more.• Simply login with your username and password.• Please contact Customer Care if you need to have a login created.• Support tickets submitted via the web or email are handled as “regular” priority, so if your request is urgent, please use our toll-free number.	
EMAIL	TripSpark Platform cc@tripspark.com Routematch Platform RMSupport@tripspark.com	<ul style="list-style-type: none">• Include as much detail as you can, along with any attachments that will help us serve you better.• We will reply to your email and acknowledge receiving it.• If your request is urgent, please use our toll-free number.• To send a secure message to TripSpark, please visit https://securemail.tripspark.com/encrypt. The reverse side of the contact card will provide you with additional information about HIPAA and PHI.	
FAX	905-238-8408	<ul style="list-style-type: none">• Address your fax to the Customer Care Dept. and include a call-back number.• If your request is urgent, please use our toll-free number.	
MAIL	TripSpark Technologies Attn: Customer Care Department 10, 2175-29th Street NE Calgary, AB Canada T1Y 7H8	TripSpark Technologies Attn: Customer Care Department 1980 Matheson Blvd, Unit D Mississauga, ON Canada L4W 5R7	TripSpark Technologies Attn: Customer Care Department 6480 Rockside Woods Blvd S, Suite 215 Independence, Ohio 44131 USA



The HIPAA (Health Insurance Portability and Accountability Act) requires that all PHI (Protected Health Information) must be kept secure. HIPAA outlines the ways in which an organization must secure PHI it has collected and stored within its physical and digital boundaries. **Ensure you always protect any data containing PHI before sending it to us.**

As technology evolves and more data is stored in more places, providing a secure digital environment for your data continues to be paramount to our operations here at TripSpark. As such, you will be required to mask SQL databases containing ePHI prior to upload to our FTSP site, <https://ftps.tripspark.com>. This new security measure went into effect February 11, 2019. If you require an exception via another protocol, please let us know as soon as possible.

For further information, contact Customer Care.

WWW.TRIPSPARK.COM