

Changes to Jeppesen Technical Support

Please note that effective 30 March 21, technical support for Jeppesen navigation services (digital charts, NavData, etc.) will no longer be available via email (navsupport@jeppesen.com).

As part of this, we will be redirecting users to our customer support portal to provide you with an easy way to submit and receive support along with case updates. This will also allow us to better route cases and get your issue resolved as quickly as possible.

You can still contact us using:

- Support case or live chat on our [customer support portal](#)
- Phone—303.328.4587 or 1.800.732.2800 or +49.6102.5082

To create a support case:

- Register on the [customer support portal](#) if you haven't already
- When signed-in, click on your account icon and navigate to create case, or you can create a case from any of our product pages
- You can also find great self-help solutions, product info and an expansive collection of knowledge articles
- Once your case is created, it will be smart-routed, prioritized and quickly worked by our team

To live chat:

- Visit the [customer support portal](#)
- Scroll to the bottom and click/tap LIVE CHAT
- Follow the prompts and you'll be connected to one of our agents

Thank you for your business and we look forward to helping you with any technical support needs. If you have any comments, please feel free to leave them under feedback on the support portal.