



PLEASE NOTE: There are important changes coming to the Red Lion support experience:

Beginning **June 2, 2025**, the [HMS Support Portal](#) will be the primary way to reach the HMS Technical Support team. This will allow us to better serve customers and continue providing best-in-class technical support.

What exactly is changing on June 2nd?

- All support requests must be initiated in the HMS Support Portal at support.hms-networks.com
- support.redlion.net will be redirected to support.hms-networks.com
- The tech support phone line will direct callers to the portal and all calls will need to be initiated by the support team (outbound only)

What should I do?

If you already have an account in the Red Lion support system:

- Your account will be migrated to the HMS Support Portal on 6/2, but you will need to create a new password by clicking the [“Forgot Password”](#) link

If you do not have an account in the Red Lion support system:

- Create an account in the [HMS Support Portal](#)
- Ensure your customers are aware of this change and know how to navigate to the portal

You will still be able to request a phone call, but you must first create a ticket where you will select the product and describe the problem or question that you have. This will allow us to route your request to correct support engineer, respond faster, and prioritize distributor requests.

We appreciate your understanding and cooperation. If you have any further questions, please don't hesitate to reach out to your Territory Business Manager.

Kind regards,

Kyle Reynolds

Technical Support Manager