

Essential Support

What sets SmartSimple apart? Aside from superior functionality, we also have a fantastic in-house support team. Clients benefit from prompt and courteous responses to all queries, whether they're in need of a quick solution or a more involved approach.

Our support team is available by phone, email or through our dedicated Community Portal using any Internet browser. Our support team provides a friendly voice to guide our clients toward a successful resolution.

SmartSimple is dedicated to working with, and understanding, the needs of our clients. That's why support and available hours are guaranteed in every client's service level agreement (SLA). For suggestions on how to further enhance your system, we gladly accept requests and welcome your feedback.

For self-service, SmartSimple maintains its own free Wiki. As you explore, you'll find comprehensive articles that address every aspect of the platform, from Universal Tracking Applications™ to system organization.

When it comes to SmartSimple support, our clients know they're in good hands. After all, this is our system – we know it inside and out.

Hours

5AM - 9PM EST
Monday - Friday

Languages

English, Spanish & French

Contact

1.866.239.0991 ext 1
support@smartsimple.com

Wiki

wiki.smartsimple.com

Community Portal

The screenshot shows the SmartSimple Home page with several key sections:

- Support Inbox:** A table of open tickets with columns for Name and Entered Date. Callout: "Review current open tickets and discussions with support".
- Quick Links:** A sidebar menu with icons for Portal Tutorial, Dedicated Servers, Live Chat, Discussion boards, Wiki, YouTube, and Change Password. Callouts: "Instantly connect with support via live chat" (pointing to Live Chat) and "Share your comments and thoughts on the discussion board" (pointing to Discussion boards).
- Community News and Events:** A section for upcoming webinars with a table of Event Type, Event Title, Date, and Time. Callout: "Stay up to date with current news and sign up for webinars".
- Contact Support:** A section with a "New Ticket" button. Callout: "Find technical information about the SmartSimple system on our Wiki" (pointing to the Wiki icon in the Quick Links).

Other callouts include "Create new support tickets" pointing to the "New Ticket" link in the top navigation bar.