

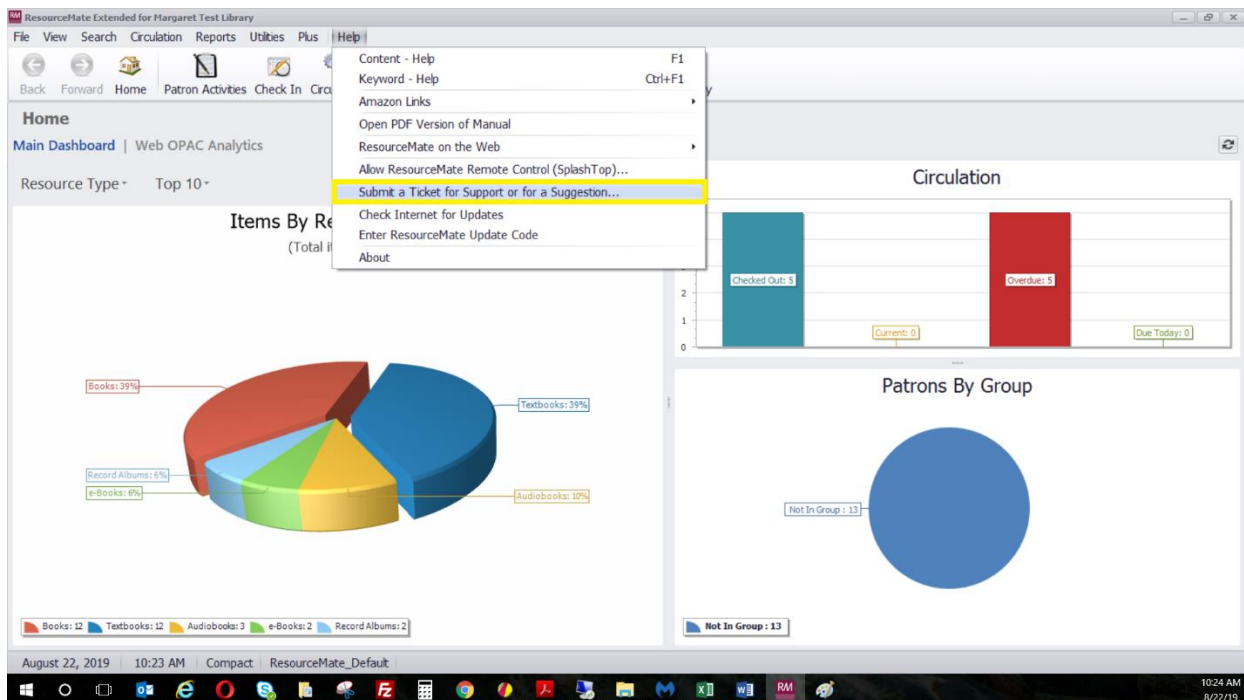
How to Contact Support by Submitting a New Ticket Through Your ResourceMate Software.

In order to assist you in a more efficient way, we'll like to introduce the process of creating and submitting a new support ticket or providing a suggestion for the software conveniently through your ResourceMate software program.

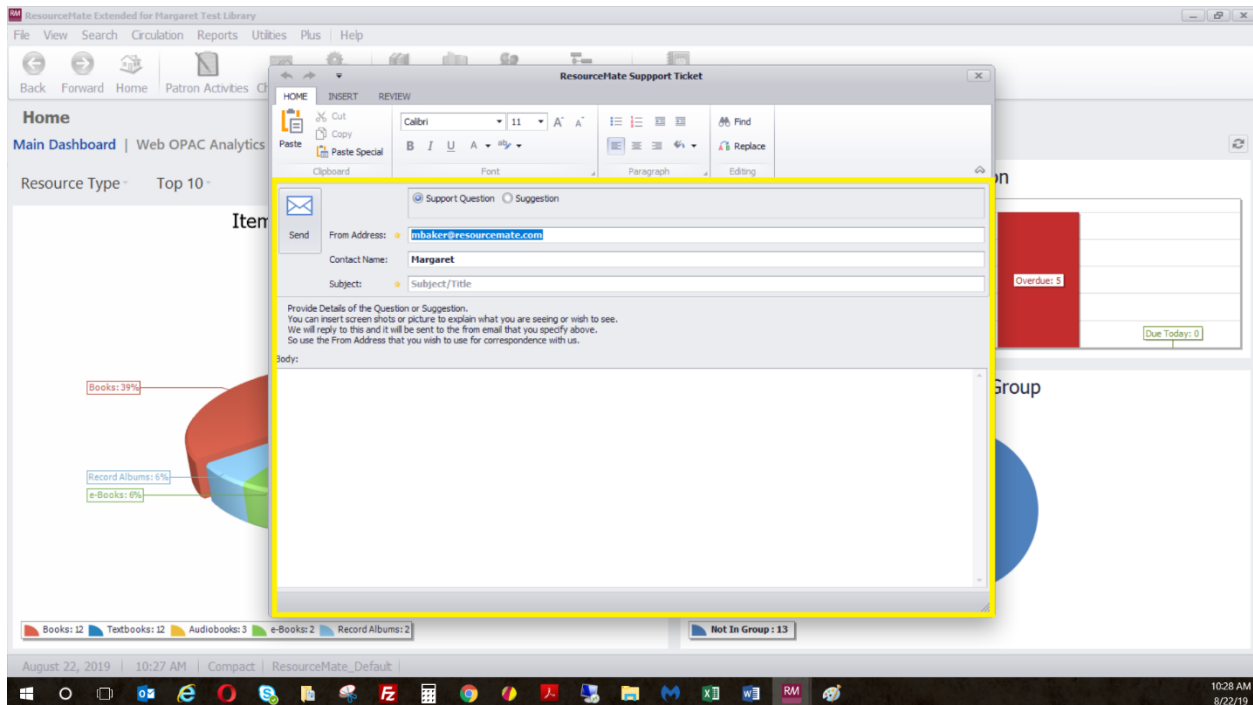
By following the steps below, you provide us with the necessary information about your software while also creating a more effective way for you to connect with our technical support team. Once we receive the support ticket, we are able to assess the inquiry and respond in a timely manner with a thorough solution via phone, email, or live chat. It also provides you with a support audit trail for you to follow along with the ticket submission. **This is the number one way for you to connect with our team and we encourage you to utilize this feature within your software. However, we still have alternate ways of contacting us if you are not able to open your ResourceMate program, or prefer to call us using our 800 number.**

Step 1: Open the Submit a Ticket function

Please open your ResourceMate application and navigate to the **Help** menu along the top of the program. On the help drop down menu please click **Submit a Ticket for Support or for a Suggestion ...**



A new dialogue box will appear on your screen that will allow you to fill out information to create and submit a support ticket (below).



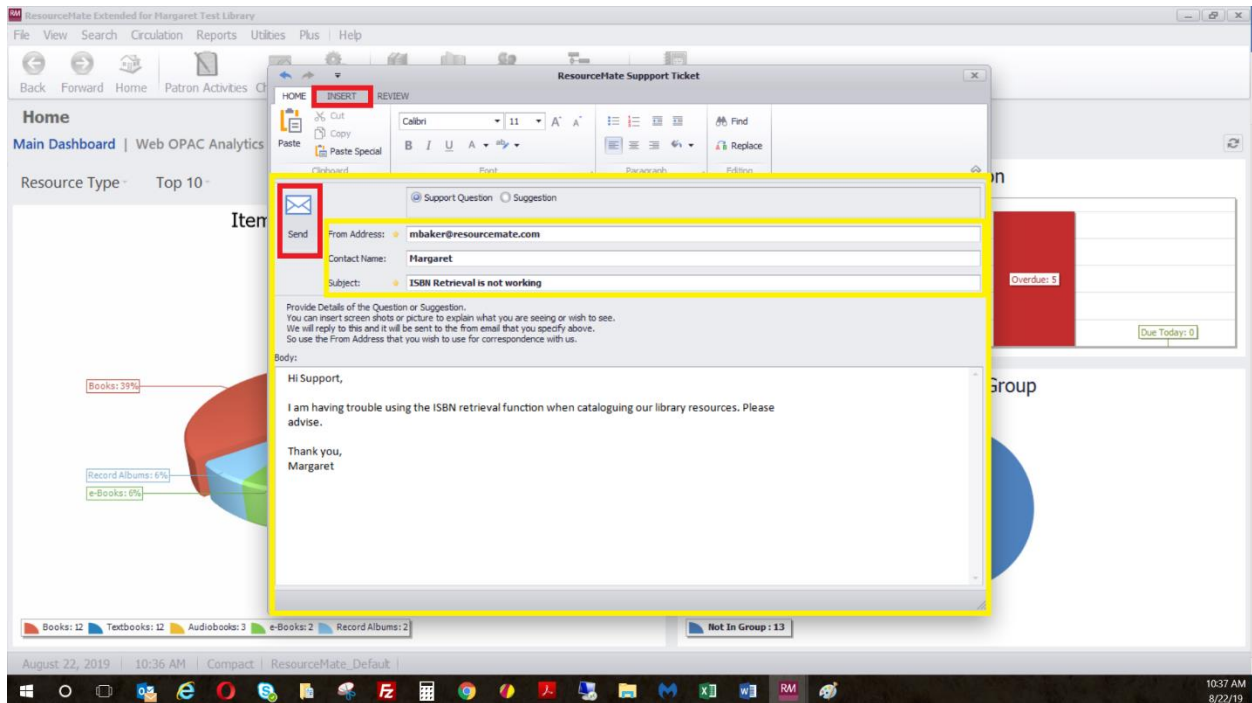
Step 2: Enter Your Support or Suggestion Inquiry

Once the dialogue box appears, you will see that you can provide either a support ticket or a suggestion. You'll also notice that the template mimics that of an email with a From Address, Contact name and Subject Line. Please ensure that your email address and name is accurate before submitting a ticket or suggestion as we will reply to this email. Please provide a subject line that reflects the nature of your email, and provide your phone number if you prefer us to call you to resolve the issue you are having.

In the body of the email, please provide in detail the issue or concern that you are having. You can insert screen shots or images to explain what you are seeing using the **Insert** tab located in between the **Home** and **Review** tabs along the top highlighted in red in the image below.

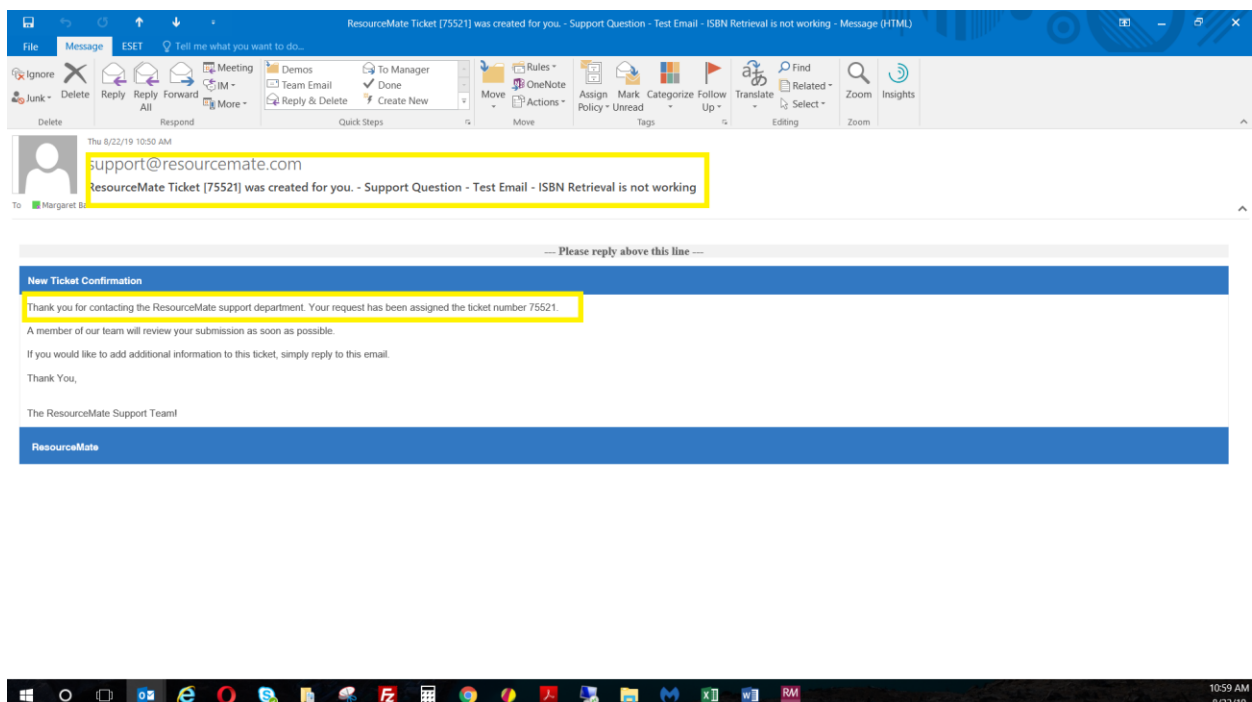
Once you have completed writing your support ticket, please click on the **Send** button located on the left hand side of the dialogue box (highlighted in red in the image below).

After clicking **Send** the dialogue box will disappear and you will be brought back to the ResourceMate software.



Step 3: You've been assigned a ticket number

Shortly after sending in a support ticket or suggestion through the ResourceMATE software, you will receive an email from support@resourcemate.com with a ticket number. This ticket number is unique to the inquiry submitted and our team will review your submission and respond to you within 24-48 hours via phone, email, or live chat.



In the event that you cannot get into ResourceMate to submit a question you can email directly to support@resourcemate.com. Please enter your Serial # in this case and any identifying information so we can know whom we are dealing with. Note: that information is automatically included when you use the Help menu option directly in the program. You can also phone us at 1-800-815-8370 during our regular hours of 9-5pm EST, Monday to Friday. One of the benefits of submitting a ticket is that you can do it at any time that is convenient for you, even if it is outside of our regular hours.

Additional Support Resources

Before submitting a ticket, we encourage you to review the resources available to you through the software, our F.A.Q, ResourceMate manual and installation guide, as well as the KnowledgeBase (available with active support only). Below are the links. Please save these to your bookmarks bar on your computer.

Help Guide within ResourceMate

There is a very comprehensive help guide available in the software. Please open the ResourceMate software and click on the **Help** menu -> click on **Content – Help** or **F1**.

Frequently Asked Questions (F.A.Q)

<https://www.resourcemate.com/faq/>

ResourceMate Manual

The manual can be found within your software. Please open the ResourceMate software and click on the **Help** menu -> click on **Open PDF version of Manual** . Please save this to your computer.

ResourceMate Installation Guide

<https://www.resourcemate.com/NewFamilyOfProducts/InstallationInstructions.pdf>

ResourceMate Web OPAC Guide

<https://www.resourcemate.com/pdf/WebOPACAdminGuide.pdf>

Knowledgebase

Please use your serial number to access the Knowledgebase,

<http://www.backupresourcemate.info/ikm/>

Purchase Annual Support

To purchase annual support, please follow the instructions to purchase your software level support and check out as a guest online or log into your account here,

<https://www.resourcemate.com/products/list.aspx?section=supportproducts>