

## Support Information

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Email and telephone support are available at no charge to staff who have received Doubleknot training. If you need help but you have not attended Doubleknot training, contact [support@doubleknot.com](mailto:support@doubleknot.com) to plan a training session. Additional costs for professional services may apply.

### Support Hours

Standard Doubleknot support hours Monday through Friday (excluding holidays) are:

- 8 AM to 8 PM Eastern time
- 5 AM to 5 PM Pacific time

### Contact Support

**By Phone:** (408) 971-9120, enter 2 for support

**By Email:** [Support@doubleknot.com](mailto:Support@doubleknot.com)

**Support Portal:** Visit [support.doubleknot.com](http://support.doubleknot.com) and click **Tickets** to start a request

### How to Create a Great Support Request

When you contact us with a question or an issue, we want to get you an answer as quickly as possible. If you include all the information we need in your first request, we can start investigating right away. The more information you give us, the faster we can help you. So, whether you're reporting an issue, please be sure to include:

- Your name and contact information.
- Your organization.
- Your logon ID.
- Where the issue occurs. For example, if the issue is in Event Management, please give us the name of the event, program, program session or facility and the sub-org where the event is located.
- Whether the issue occurs when you're logged on or not logged on (or both).
- A step-by-step explanation of how to reproduce the issue.
- Your operating system (e.g., Windows 7 or Macintosh OSX) and the browser you're using (Internet
- Any other information that can help us understand the issue (such as screen shots).

### Always-Available Resources

The following resources are always available for Doubleknot customers (logon may be required):

- **Printable documentation.** In the Administer panel, click **User Manuals**.
- **Indexed online help.** At the top of any page, click **Help**.
- **Friday News.** The weekly Friday News contains important announcements, introduces new and enhanced features and delivers hints and tips for efficient use of Doubleknot. Click here to sign up for the Friday News.
- **Webinar videos.** If you missed one of our free webinars, the videos are always available online. At the top of any page, click Training Videos.
- **Blog.** The Doubleknot blog is updated frequently with the latest information about Doubleknot as well as articles of interest to nonprofits and mission-based organizations. Read the blog at [blog.doubleknot.com](http://blog.doubleknot.com).
- **@DoubleknotInc on Twitter.** Important time-sensitive information will always be posted to Twitter immediately. Follow @DoubleknotInc on Twitter and set your notifications to alert you when we tweet.