

Y O U R L I F E L I N E T O S U C C E S S

# FACILIWORKS LEARNING RESOURCES AND SUPPORT

Though FaciliWorks is user-friendly, it's a robust solution with extensive functionality. Formal training is key to ensure consistent data entry by all users and proper use of FaciliWorks in daily operation; however, we urge you to take advantage of all of the other learning resources and technical support that are available to you at any time.

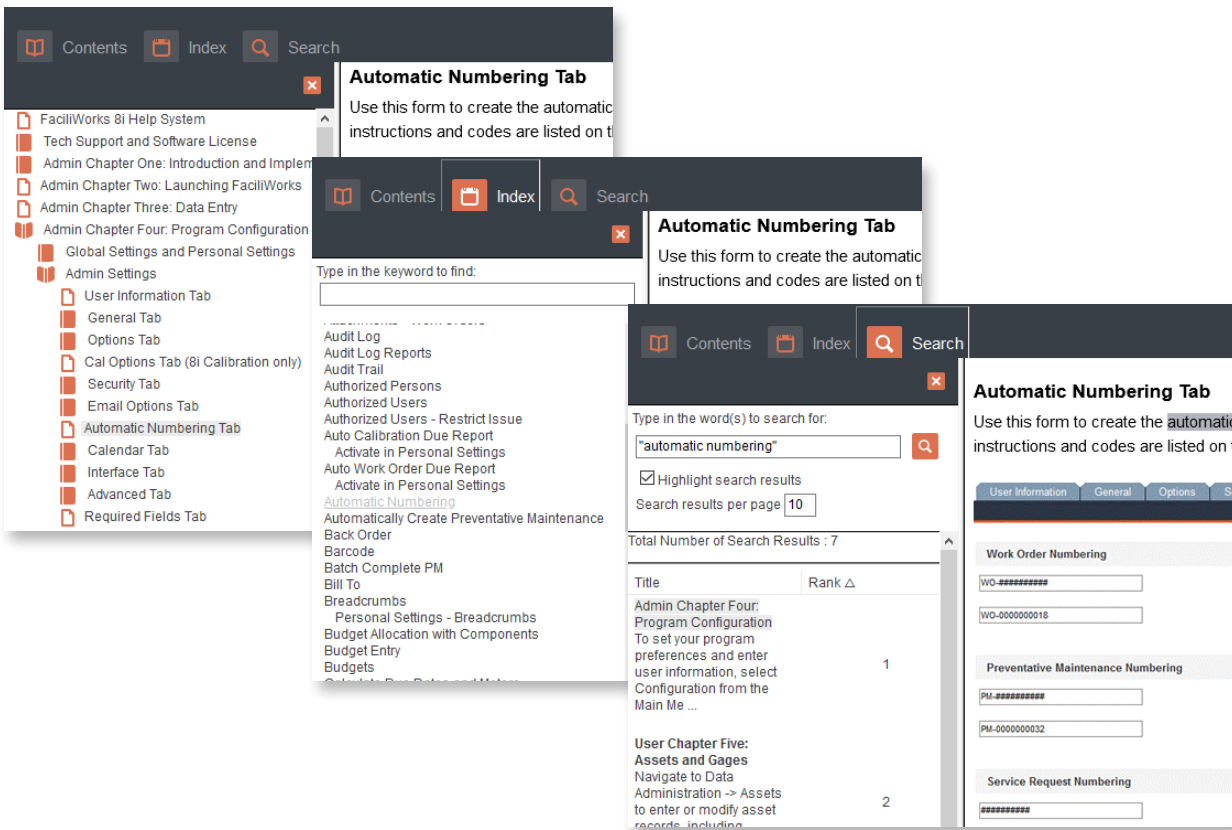


# LEARNING RESOURCES - HELP SYSTEM

Access the FaciliWorks Help System at any time from within the software. The Help System contains the same information as the user guide and admin guide PDF files. Click the **Help** link in the upper right corner of the program window.



Browse the Help System by Table of Contents or Index topic or do a broad search.



# LEARNING RESOURCES - USER GUIDES

Click [here](#) to access the user and admin guides from the Tech Support section of our website. Every file is a searchable, indexed PDF file.

# SUPPORT COMMUNITY AND CONTACTING US

The [FaciliWorks Support Community](#) includes a knowledge base of articles for answers to common questions and explanations of any potential issues you may experience. The Community will also provide the most efficient means to create a support ticket, follow its progress, view ticket history and engage the support team.

You may already have login credentials for the Support Community from a previous session with our team; if not, fill out [this form](#) to request an account (we will typically have your new account created within 24 hours). If you are unable to complete the form online, please call us at +1 (480) 212-1257 or 1-800-777-7020.

After logging into the Community, you can use the search bar at the top of the home page to find appropriate articles or you can narrow the results by first selecting FaciliWorks from the **Featured Topics** tab and then, under the FaciliWorks header, select the version of FaciliWorks you are using. Related articles will then appear below. If you don't find the answer to your question in the articles, click the **Open a New Case** button and submit the necessary information (this button can also appear as **Submit a Case** in other areas of the Community). You can access your **Open Cases** and **Historical Cases** with the corresponding tabs. After submitting a new case, one of our skilled technicians will evaluate your issue and contact you with a solution or to set up a remote session to troubleshoot your issue.

You may also use the chat feature in the Community by clicking **Chat with an Expert** in the bottom right corner of the window; one of our experts will be happy to assist you.

**Our Technical Support team is located in the U.S. at our corporate headquarters and can be reached at +1 (480) 212-1257, 1-800-777-7020 or [support@cybermetrics.com](mailto:support@cybermetrics.com). Please contact us if you have any issues accessing the Support Community.**

## STAY IN TOUCH

Receive software notifications, special discounts, industry news and tech tips by signing up to receive the FaciliWorks newsletter. Click [here](#) to go to the News page on our website to sign up.

## YOUR OPINION MATTERS

If at any time, you would like to let us know how you're doing with FaciliWorks, what your favorite features are, about your experiences with our Technical Support team or anything else, please email us at [amd@cybermetrics.com](mailto:amd@cybermetrics.com).

### SUPPORT

+1 (480) 212-1257  
1-800-777-7020  
[support@cybermetrics.com](mailto:support@cybermetrics.com)

### SALES

+1 (480) 295-3465  
1-800-776-3090  
[sales@cybermetrics.com](mailto:sales@cybermetrics.com)

