

FACILWORKS

NEWSLETTER

March 2022

NEW SUPPORT COMMUNITY

Our new Support Community provides all of the same great resources as our former Support Portal, like the knowledge base and ticket creation, progress and history, but you'll also have access to the new live chat feature for even more convenience.

[MORE INFO AND GET STARTED](#)

FACILWORKS 8i WEB TRAINING

Early March

Session 1: March 7
Session 2: March 8
Session 3: March 9
Session 4: March 10

Late March

Session 1: March 21
Session 2: March 22
Session 3: March 23
Session 4: March 24

To register for any of these sessions or for info about custom training options, please contact our Training Specialist at 1-800-776-3090 ext. 134 or training@cybermetrics.com.

SESSION DETAILS AND FULL TRAINING SCHEDULE

TECH TIP

Navigating the New Support Community

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. Please contact us if you have any issues accessing the Support Community.

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