

Support

What sets SmartSimple apart? Aside from fantastic functionality, we also have a fantastic in-house support team. Clients enjoy 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 via 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 enhancement requests to accommodate your feedback.

For smaller scale questions, SmartSimple maintains its own free Wiki. As you explore it, 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:
5 AM - 9 PM EST
Monday - Friday

Languages:
English & Spanish

Contact:
1.866.239.0991 ext. 1
support@smartsimple.com

Videos:
youtube.com/user/smartsimplesoftware

Wiki:
wiki.smartsimple.com

Community Portal

Instantly connect with support via live chat

Create new support tickets

Communicate; send messages and see updates on your tickets

Share your comments and thoughts

Watch our Community Portal overview video

Find technical information about the SmartSimple system in our Wiki

View tickets in relevant context

Increase transparency with this summary of your tickets from all stages

Connect with us through social media

The screenshot shows the SmartSimple Community Portal interface. At the top, it says "Track and Manage what matters" and "Welcome John Albert". The main content area includes sections for "New Ticket", "Support Messages", and a "How long does it take SmartSimple to resolve your Support Tickets?" summary table. The summary table shows the following data:

# of Open Tickets	Less than 1 day	1 to 5 days	5 to 15 days	15 to 30 days	30 to 60 days	Greater than 60 days
2	0	0	0	0	1	1

Below the summary table is a table of "Open Tickets (2)":

Ticket	Status	Opened Date	Severity	Entered By
18661 - Set Role Permissions	Open	February 06, 2013	6 - How To	Eric Lauer
18657 - List view settings	Open	February 06, 2013	6 - How To	Eric Lauer

At the bottom of the page, there are social media icons for Facebook, Twitter, LinkedIn, YouTube, and RSS, along with a "Connect with SmartSimple" link.