

# SUPPORT & TRAINING GUIDE

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## WELCOME!



Welcome and congratulations - you're now the proud owner of a true Online Business, and part of a fantastic community of dedicated, intelligent and driven online entrepreneurs. The most powerful aspect of your Online Business is you. Only you can run your business successfully, so this guide has been compiled to empower YOU to take your Online Business to its fullest potential.

## GETTING STARTED



### Training Videos

Online Videos are one of the easiest and hassle-free ways to learn. That's why we've compiled a library of online training videos that you can watch from the comfort of your own home or office. Start watching today!



### The Online Business Wiki

This comprehensive online resource gives you everything you need to know about building and maintaining your online business. This resource is updated constantly by our support team and our community of partners and business owners just like you, The Online Business Wiki is your first stop for up to date answers, whenever you need them.

## GETTING MORE HELP



### Online Community

Over the years we've built up a vibrant community of business owners, web designers and marketing consultants. You can tap into their knowledge and get a wide range of answers on a whole range of topics! It's a great place to relax and enjoy the friendly, success-oriented atmosphere. We regularly stay in touch on the forums and love to hear your questions, ideas and feedback. Join us online and share your wealth of knowledge while getting the answers you need from us and our community.



## Online Interactive Q&A Sessions

Twice every week we sit one of our qualified Support Engineers (aka Super Nerds) in a room to answer your questions. And you don't even have to leave your home or office! You'll be able to talk to a real person and have your questions answered immediately. We'll have our advanced desktop-sharing technology right at hand so that we can show you exactly how to achieve your goals. Please ask your Partner how to participate in these sessions.



## Submit a Support Request

If your question can't wait until the next scheduled Q&A session, lodge a new Support Request from "Support Central" in your Online Business admin. From there, you can view and sort existing support cases and submit new cases to get more help. Submitting a new request is simple - just click "Submit New Case" and follow the prompts. We guarantee we'll get back to you in 8-business hours.

Remember: the more detail you provide, the sooner we will be able to answer your questions. So please be as specific as you can and attach any screenshots or related files that will help us in responding to your case.

## WHAT WE CAN'T DO (SORRY!)



### Sorry, But We Don't Do Phone Support

But it's not because we don't want to help! It's because many questions require some investigation and a little bit of time to get back to you with the best possible answer, and we don't want to waste your time on the phone. If you do need to talk to someone, our online Q&A sessions are there to let you do just that.



### Sorry, But We Can't Teach You HTML or CSS

We'll do our best to help, however we can't go into detail on HTML and CSS questions. But never fear! Our support engineers are trained to know our system inside out and we'll give you fantastic service when it comes to your system related questions. For HTML and CSS questions we recommend utilizing the many resources available on the web or discussing the issue with your web designer.