

Getting support

Here at RescueGroups.org, we want you to feel confident in using your services. We've created user guides, how-to videos, and we have a Facebook page, a blog, and offer a frequently asked question feature. You can search the database of questions our users have posted to see if the answer you're seeking is on the list.

View this video about how to get support from RescueGroups.org for a fast look at support!



Where do I find it?

To find a list of support documentation, as well as a link to the Getting **Started with RescueGroups.org** guide, our frequently asked questions, and the form for opening a support ticket, go to our [Support](#) page from our website.

Support

User Guide

You might want to start with our [Getting Started Guide](#) for additional documentation on our services and functionality.

A downloadable PDF is also available on our [Downloads page](#).

Q & A

Our [Questions](#) page has dozens of questions and answers -- all answered by the community and RescueGroups.org support. Post your own questions and vote on the best answers.

FAQ/Knowledge Base

We have a growing collection of common questions and issues that may help you in our [Knowledge Base](#).

Blog

You can visit our [blog here on our website](#).

Support Tickets

For help and support with our service please open a support ticket from the left sidebar.

Downloads

Find documents and files to download, including our Sponsorship Application, Voice Mail Phone Number Transfer Authorization and many more on the [Downloads page](#).

On this page:

- [User guides](#)
- [Videos](#)
- [Questions](#)
- [Support tickets](#)
- [Blog](#)
- [Facebook](#)

User guides

Our user guides cover each service, and include a **Getting Started** guide:

- [Getting Started with RescueGroups.org](#)
- [Pet Adoption Portal](#)
- [Website Service](#)
- [Data Management](#)

- [Online Forms](#)
- [Voicemail Service](#)
- [Email Services](#)

Important

Although RescueGroups.org documentation and support staff may refer you to another tool or website for further help, RescueGroups.org does not endorse any third-party application or website.

Videos

You can find a list of our instructional videos in the **Getting Started with RescueGroups.org** guide at this page:

[Instructional videos](#)

Questions

To see and search our Knowledge Base of frequently asked questions, or to ask a question yourself, visit this page:

[Frequently Asked Questions](#)

Support tickets

To fill out a support ticket for help, visit our Support page, or from your account interface page, click **Get Support**.



Create a new support ticket

Before opening a new support ticket, please search our [User Guide](#).

If your question is not account-specific, please consider posting to our [Questions](#) page. We answer all questions as quickly as possible, and that way the community can benefit from the knowledge.

Please provide a short summary of your issue or question:

Create support ticket

Update an existing support ticket

You will find your ticket number in any of the emails you received.

Please enter your support ticket number:

Open support ticket

Blog

You can read our blog [here](#).

Facebook

Visit our [Facebook page](#).

Popular Questions

support

How do I find a Support Ticket that I've created?

3 answers • [Patty Meehan](#) • Jan 09, 2018

supportticket

Have a question about this topic?