

# Getting\_support\_Content\_v1

## 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](#).