

_Contacting_RescueGroups.org_Content_v1

Creating a support ticket

If you are having a problem doing a task in your account, [please fill out a support ticket](#) so that we can support you. In addition, we offer a community-based [Questions](#) section in which other users can help answer specific questions about the use of the features of your services. We have [instructional videos](#) and, of course, our user guides. Here is a list of our guides:

- [Getting Started with RescueGroups.org](#)
- [Pet Adoption Portal](#)
- [Website Service](#)
- [Data Management](#)
- [Online Forms](#)
- [Voicemail Service](#)
- [Email Services](#)
- [TG](#)

We even have a chapter devoted to how to find the information you need in our guides. Read the [Finding help in the documentation](#) in our [Getting started with RescueGroups.org](#) guide.

For a detailed guide to your methods of obtaining support from RescueGroups.org, read the [Getting support](#) page.

Contacting us directly

You may have occasion to contact us directly, for instance, when sending in a form or letter, or sending a request for support through email. Here are the ways you can contact us:

Email to:

support@rescuegroups.org

Mail to:

RescueGroups.org
PO Box 1245
Bowie, MD 20718-1245

Fax to:

240-630-4880

Getting support

If you have an issue, you can fill out a support ticket. We want to help! See the chapter in this guide [Getting Support](#) to find the various ways to get help for your issue.