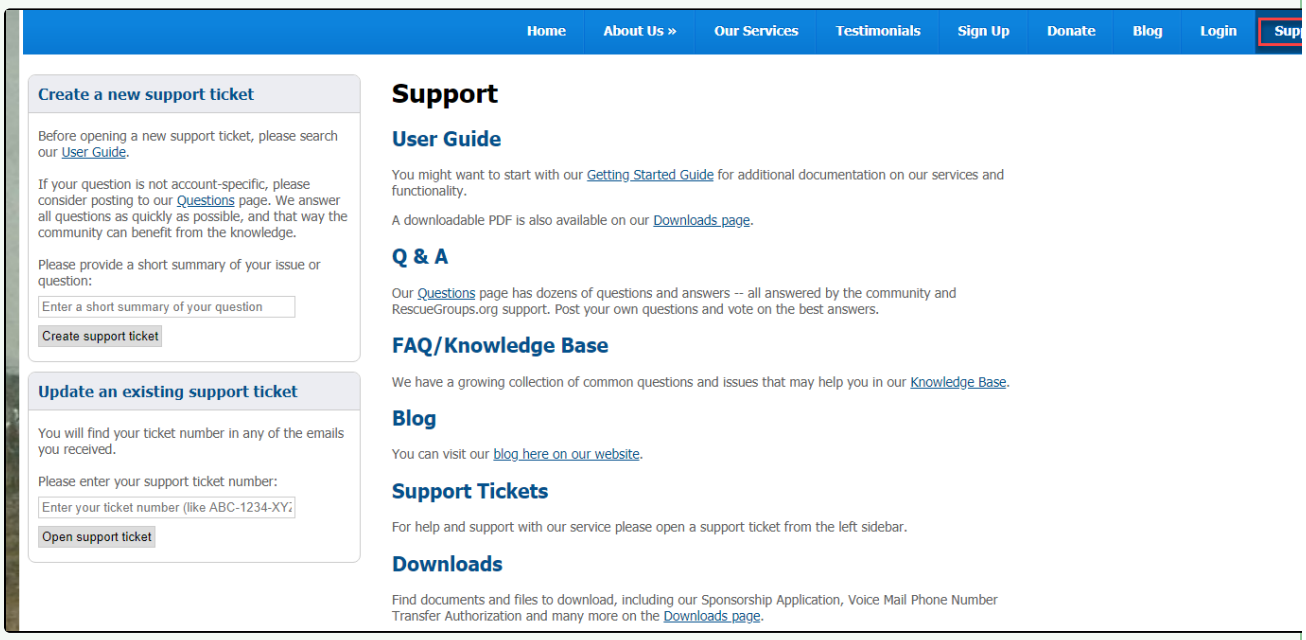
Getting support

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.



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

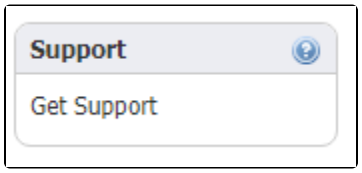
Questions

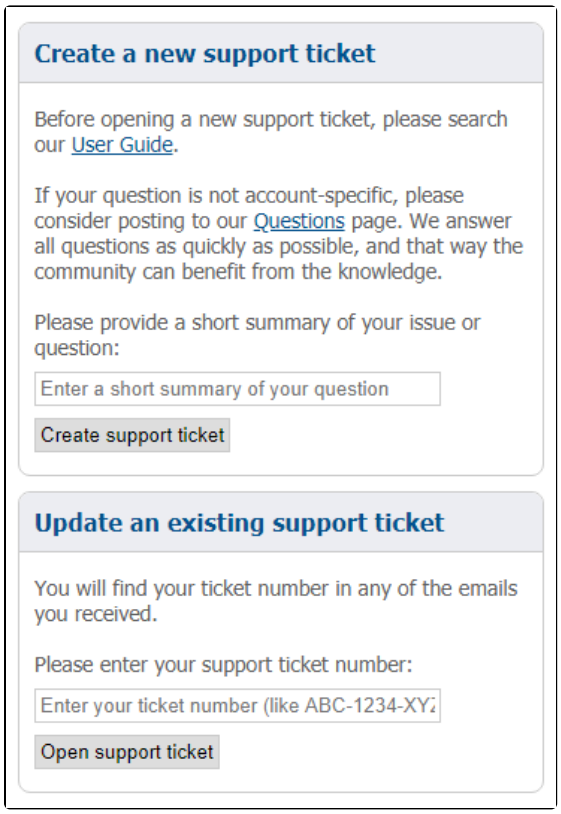
To see and search our Knowledge Base of frequently asked questions, or to ask a question yourself, visit this page:

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**.





Blog

You can read our blog here.

Facebook

Visit our Facebook page.

Popular Questions

Topics:

- support

1. 0
   votes
   ### How do I find a Support Ticket that I've created?
   - **3** answers
   - Patty Meehan
   - Jan 09, 2018
   - support
   - ticket

Have a question about this topic?
Ask ques