EventPro® Support - Quick Reference Guide

Access to Support is one of the greatest benefits of renewing your **Upgrade Protection Plan** annually.

We don't outsource support to strangers! Our dedicated **in-house Support experts** work right alongside the software developers, implementation specialists, and sales team, so you benefit from the continuity of knowledge throughout our company.

Contact Support

(306) 975-3737 (Press 2)

support@eventpro.net

For Best Service & Quickest Response Time...

Please provide as much of the following information as possible:

- Your Name
- Your Company Name
- Your 6-digit User I.D. number (found in the "EventPro - About" dialog)
- If this is an existing issue, your HQ Number from the Support email
- Details of your problem or question, which may include (as applicable):
  - What you were doing before the problem occurred
  - The wording of any error message
  - Whether the issue continues after you have restarted the program
  - Whether other users are experiencing the same issue
  - A complete list of questions explaining what you want to do and what problem is preventing you

When contacting Support, have EventPro running in the area that is causing the issue, if possible.