

# Contacting Rallybound Support

Got a question? Have a technical issue? There are three ways to contact Rallybound's support team:

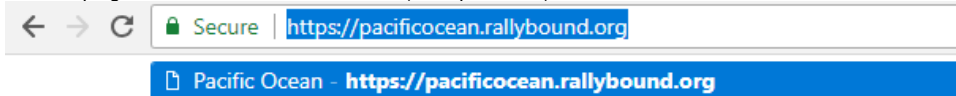
1. [Submit a ticket](#)
2. Via email: [helpdesk@rallybound.com](mailto:helpdesk@rallybound.com)
3. By phone: (888) 720-5777 ext. 1.

We are available by phone Monday through Friday between 9am and 5pm. Support tickets, emails and voicemails will receive a response within one hour. After hours, weekends and holidays might take slightly longer.

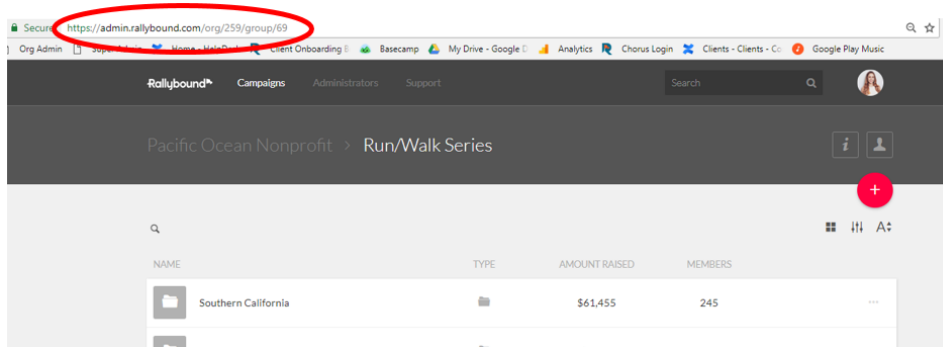
## Submitting Tickets

When submitting a request to the Rallybound Help Desk, including the following details will help to expedite response time:

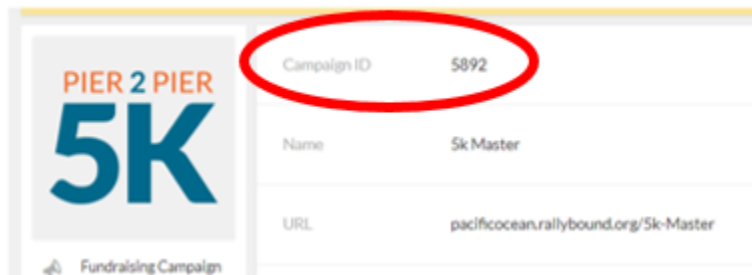
1. Campaign URL or ID
  - a. If this applies to multiple campaigns let us know all campaigns or the group of campaigns these changes apply to.
  - b. The campaign URL can be the external URL (example below)



- c. Or the internal URL that is viewed when logging into your campaign admin. Using an internal link can be helpful if you're referring to all campaigns within a group. In the example below the URL directs our development team to all campaigns within the "Run/Walk Series" folder.



- d. You can provide the Campaign ID. Below is one example of where you can find this. The Campaign ID can also be found within reports or the Campaign Admin (blue screen).



2. Screenshot of issue. If possible call attention to the area you are referring to. This can be very simple with a "Snip" tool that will allow you to draw directly onto the image.
  - a. When images are copied they often break. We recommend saving and uploading the image as an attachment.
3. Explanation of what's happening
  - a. Including the steps is helpful. Clients often have different configurations for different campaigns and so vague inquiries can create a delay in response. For example:
    - i. "My form is not working." - Would create delays.
    - ii. "Last year we had a custom form called "XYZ" in our Fundraisers Dashboard. When I relaunched Campaign ID 1234 the link exists but it takes to this page: [pageexample.com](#). - We would be able to start right away.
4. Specific user record
  - a. If the issue is specific to a registrant or donor record, provide the ID or email address.
  - b. If this is a fundraiser related issue, do we have permission to login as the fundraiser provided? OR can we create a test record to be deleted later?

## Ticket Categories

We use the following categories to classify tickets. Below are those categories and our expected response times.

1. **How do I... (Ask about how to use our system)** Please search our Knowledge Base or Video Library. If you cannot find resource, we're happy to help. Expected response time is one full business day.
2. **Other (Ask any other question)** Response to resolution will be provided after initial response.
3. **Salesforce (Ask about SF integration and settings)** For requests that can be configured by the client a response will be provided within one business day. Custom mapping requests will be completed within seven business days (after quote is approved by client). Development requests will be scoped individually.
4. **Request Site Changes (Request a site change)** For non-urgent requests, site changes will be completed within five business days. Urgent requests (donations not coming through, site not loading) will be addressed immediately.
5. **Report Bug (Report an incident/bug or request information)** Response will be provided within one to three business days (dependent upon complexity.) Bugs will be slated for development with an update provide every five days until released.