

Setup Wizard Guide | Contact and Help

If you need help with login, setup or have any questions, please contact us.

- If you have are having an issues with login, setup and need to speak to a representative, please call our support line.

USA Toll Free: +1-800-315-0042 Ext. 202

International: +1-707-874-3922 Ext. 202
- If you have a quick question or want more information on a particular step, submit a ticket at the [Online Support Center](#). If you are logging into the support center for the first time, then use your email address on file in both the User ID and password. You can reset the password after you log in.
- If the Self Setup is more time-intensive or complex than planned, we can have our trainers complete the setup and provide training to you and your staff. Please [contact us](#) to discuss setup and training options..

Setup Wizard Guide

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How to use our **Support Options**

When you have a question on a specific function or a technical issue, we recommend taking the following steps:

- Refer to the [Online Documentation](#) for user manuals and step-by-step instructions.
- Search the [Knowledge Base](#) for articles on frequently asked questions, tips on using features and functions and best practices for managing your PMS.
- Look for a [Video Tutorial](#) on the topic. We offer short, step-by-step tutorials on specific functions in MyPMS as well as recorded webinars and informational clips.
- If you need further assistance, [Submit a Support Ticket](#)