surefire
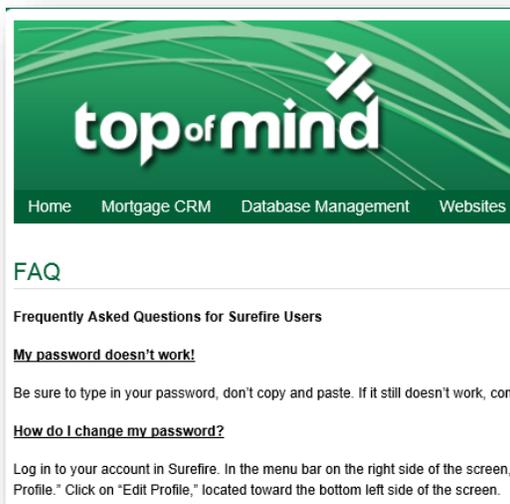
Five Ways to Access Customer Support

One: Call

Of course we are happy to take your calls! We have learned, however, that we can most often answer questions quickly and efficiently through one of the options below.

Two: Frequently Asked Questions (FAQ)

For a list of Frequently Asked Questions, go to http://topofmind.com/faq/. Or from the Top of Mind homepage (www.topofmind.com), hover over **Support** in the top menu bar and click on **FAQ.** You question may be answered here.

Three: Video Training

From the Top of Mind home page or from http://topofmind.tv/, you can access a growing library of Surefire, Power Session and Lenderama videos.

Three: Live Training
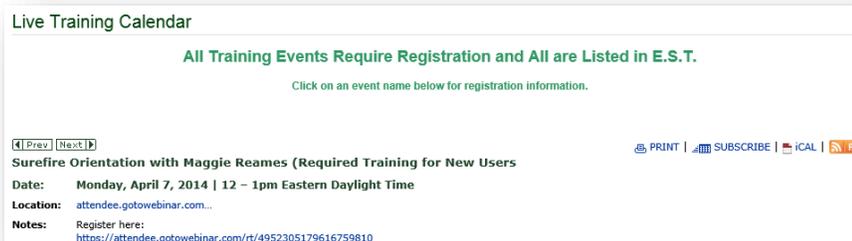
From the Top of Mind home page (image above), click on **Live Training Calendar**. In addition to the required orientation, we offer live, hands-on sessions where account managers answer your questions directly, frequent Power Sessions, and other learning opportunities.
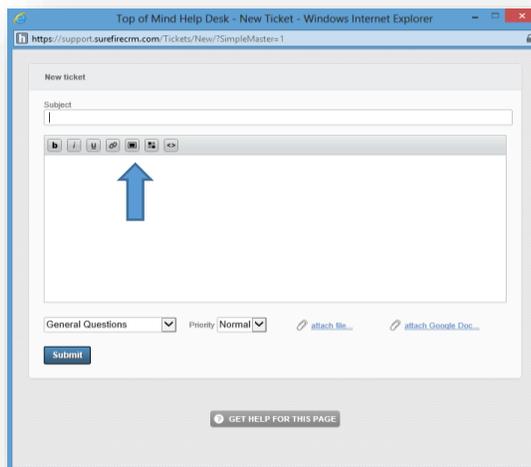
Four: Support Ticket

Log in to Surefire and scroll down to the bottom of the right menu bar. Click **Submit a Support Ticket.**
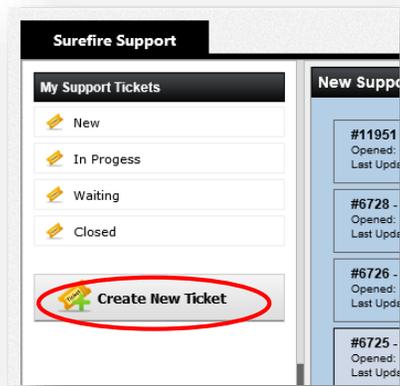
You'll see links for **New**, **In Progress**, **Waiting** and **Closed** tickets. For now, click **Create New Ticket.**

Complete the **Subject** and the body of the email. For faster service, please be as detailed and as specific as possible.

- Exactly what are you trying to do?
- What specific steps have you tried so far?
- You can insert an image from your computer (such as a Snip or a screen grab), by using the **Image Tool**.
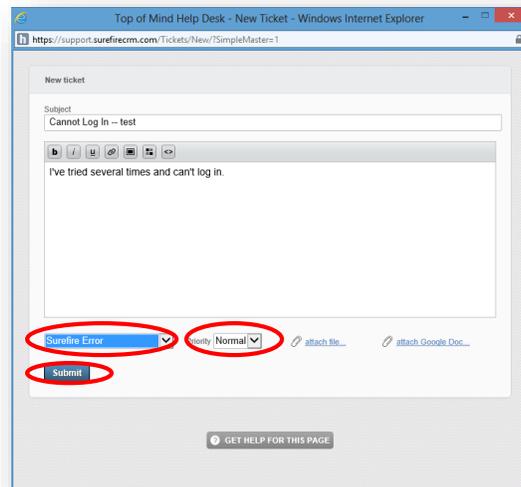
Choose the **Category** and the **Priority** level of your request from the drop down menus.
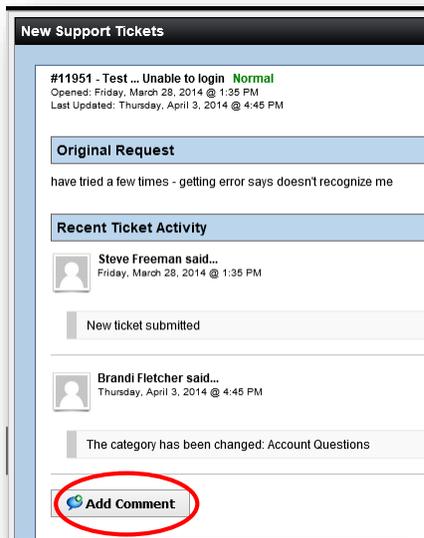
You also have the ability to **attach a file** or **attach Google Doc** from this screen.

IMPORTANT NOTE: If you select the category **Data Upload,** a second drop down menu will appear. Please select the type of data you will upload and attach your data file.

Click **Submit.** Your request will go to a staff member who will either handle it or assign it to the team member most qualified to respond**.**
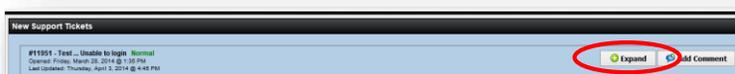
Back at the **Surefire Support** page, you can see a list of all new support tickets. Click **Expand** to see details of the ticket you just submitted.

New Support Tickets

#11951 - Test ... Unable to login Normal
Opened: Friday, March 28, 2014 @ 1:35 PM
Last Updated: Thursday, April 3, 2014 @ 4:45 PM

Original Request

have tried a few times - getting error says doesn't recognize me

Recent Ticket Activity

Steve Freeman said...
Friday, March 28, 2014 @ 1:35 PM

New ticket submitted

Brandi Fletcher said...
Thursday, April 3, 2014 @ 4:45 PM

The category has been changed: Account Questions

Add Comment

You can see Top of Mind team members' recent activity on the ticket.

You can also click to **Add a Comment**.

Your request will be handled, and someone will get back with you in a timely manner.

It's that simple!

surefire
by **top**of**mind**