

## Kintera Customer Support Services Quick Phone Reference Guide

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Our support structure puts you in control of what is most valuable to your organization, getting the answers when you need them. Technical Account Managers are available from Monday to Friday 8:00 am to 6:00 pm local time (except holidays); emergencies may be reported 24/7.

Call **858.795.3111** and choose the type of support you need by selecting numbers **1** through **6** on your phone.



- 1 - Sphere™ Support**
- 2 - PIN® Support**
- 3 - FundWare®**
- 4 - BNW / S1 Support**
- 5 - Y-Vision / Y-ware / Y-Metro**
- 6 - Billing**

If you selected **Sphere Support**, select from an additional menu of options numbers **1** through **6** specific to areas in Sphere.



- 1 - Events**
- 2 - Data / Administration**
- 3 - CMS**
- 4 - Advocacy / CTSG**
- 5 - E-communications**
- 6 - Other**

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### Sphere Support Categories

#### Events

(Submenu 1)

- Friends Asking Friends® Kintera Thon
- Golf
- Gala
- Quick Event
- VIP
- Forms (all)

#### Data / Administration

(Submenu 2)

- Individuals
- Organizations
- Opportunities
- Data Management
- Data Import/Export
- Reports
- Planning
- Administration
- Membership
- Units

#### CMS / Advocacy / Custom FAF

(Submenus 3 & 4)

- CMS
- Standalone Web Pages
- Style sheet Library
- Auction
- E-commerce
- Memorial & Tribute
- Domain Redirects/SSL certificates
- Legislative updates

#### E-communications

(Submenu 5)

- E-mail (all types)
- Acknowledgements (Letters)
- Mailings (Direct Mail)
- E-newsletters
- E-mail hosting/forwarding
- Spam control/best practices