

Getting Help with SimsUshare

There are several options for getting program and other help from SimsUshare.

Customer/Technical Support & Sales

By telephone: +1.215.627.8146

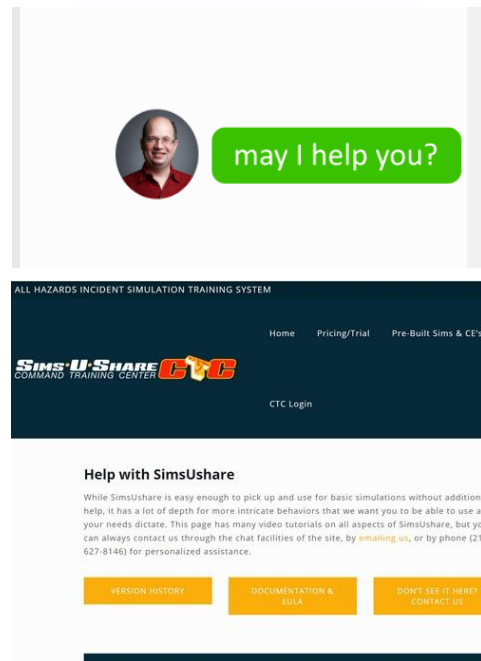
By email: support@simsushare.com

By web: go to <https://simsushare.com> and chat with us (bottom right corner) or send us a message through the chat or Contact page.

Hours: Support is available Monday-Friday, 9am – 5pm Eastern Time. However, often our support staff is available outside these hours, so please do not hesitate to reach out to us by phone for the most immediate assistance.

To get self-service help with using SimsUshare, we suggest you visit our Help page, at

<https://simsushare.com/help>



On the Help page you will find:

- **Quick Start Guides:** a selection of printed guides, typically 1 page, for common operations.
- **SimsUshare Academy:** free, self-paced online classes for learning to use SimsUshare. The classes are arranged in three levels: Foundation, Intermediate, and Advanced.
- **Individual Tutorial Videos:** various short videos, from about 3 minutes to 10 minutes, aimed at specific topics.
- **Printed Documentation:** a full manual you can print or navigate through your browser.
- **FAQ: Frequently-Asked Questions:** a set of questions we receive most frequently.

You may also want to browse our YouTube channel for all of our instructional videos:

<https://www.youtube.com/user/SimsUshare>

