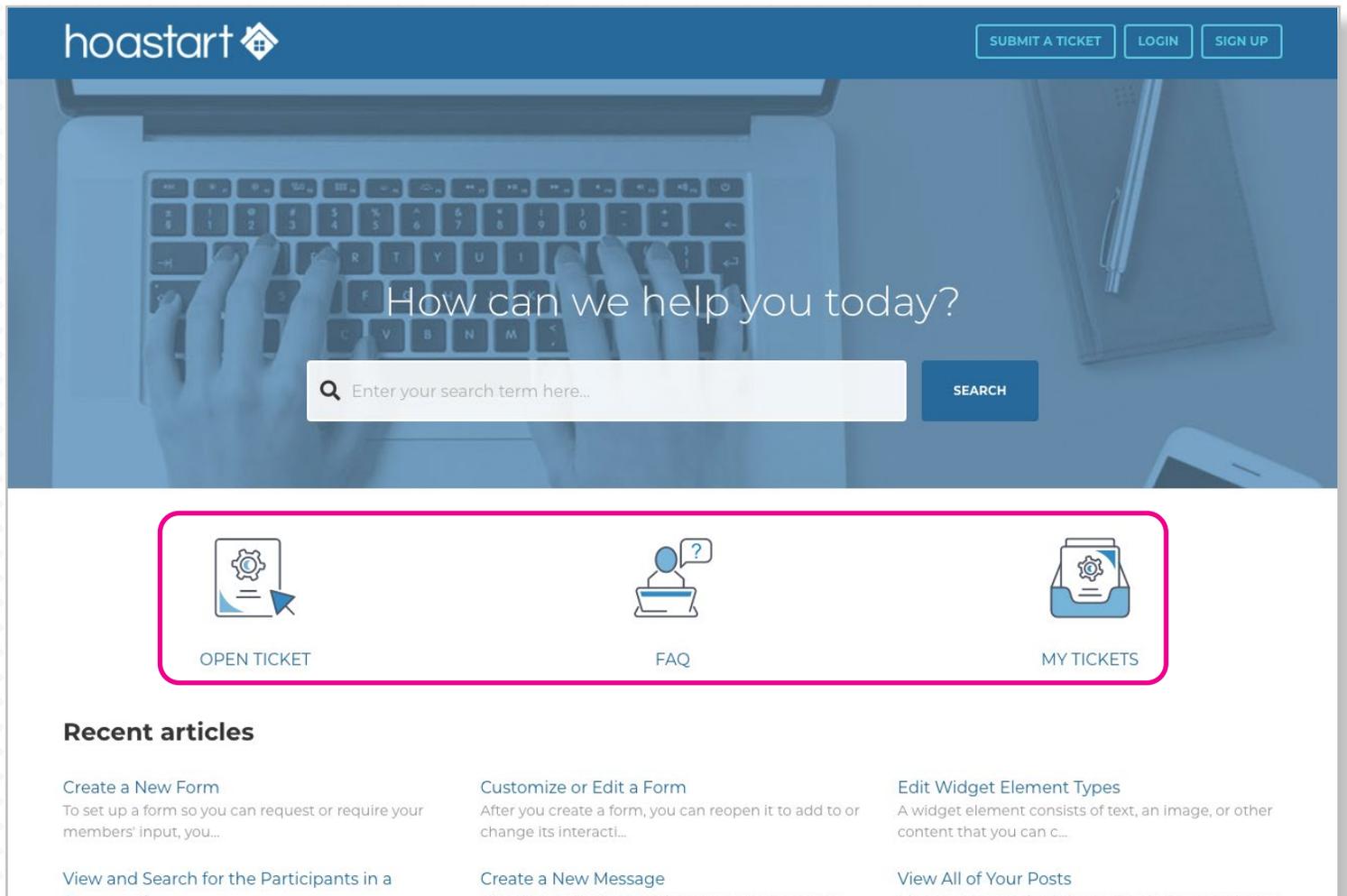
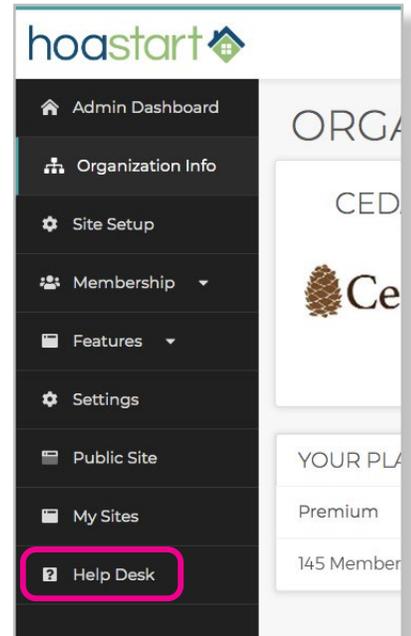


USING THE SUPPORT DESK

Our products don't require a web designer's assistance or any technical setup. We have carefully created the templates, software, and admin portals with information to make them easy for you to use. However, we know there will be times you may have a question that needs further instructions, either through email text or video.

In the event a website administrator needs help understanding a feature or section of the portal better, we have an online Help Desk available with additional information. If that still doesn't answer your question, administrators can create a help ticket to access our support team.

To get started, click on the Help Desk tab at the bottom of the admin section. This will take you to support.hoastart.com. From here you can easily open a ticket, visit our FAQ Repository, or review previous tickets on that subject.



USING THE SUPPORT DESK - CONTINUED

Most questions can be answered by visiting our FAQ Repository. On the left-hand column on this page you can quickly search by specific feature/page categories. Clicking on these category names will generate a list on the right of the most popular topics under that category.

hoastart 

[SUBMIT A TICKET](#) [LOGIN](#) [SIGN UP](#)

HOA Start > Solution home > FAQ Repository

Enter your search term here...

FAQ Repository

Amenities (Reservations)

- Calendars
- Committees
- Custom Forms
- Dashboards
- Documents
- Dues & Fees

Amenities (Reservations)

- Overview of Amenity Reservations +
- Create a New Amenity Listing +
- Review, Approve, and Reject Amenity Reservations +
- Search for an Amenity +
- Search for an Amenity Reservation +
- Edit an Amenity +

If you're still unable to find the answer you need, you can open a ticket by clicking on the "Submit A Ticket" button at the top of the FAQ page, or click on the FAQ icon in the middle of the home page.

Once your request is submitted you will be contacted by our support team by email within 24-48 hours (in most instances it's less than 4 hours). If you would like to see a history of your tickets, log in or sign up as a user on our Help Desk, or sign in directly through your Google, Facebook, or Twitter account.

If you have any further questions about our Help Desk, please open a ticket at www.hoastart.com or support.hoastart.com.

hoastart 

[SUBMIT A TICKET](#)

Submit a ticket

Requester *
Todd Jefferson

Subject *

Description *

B *I* U       

Is there a particular file type I need to use when uploading images to my photo gallery?

[+ Attach a file](#)

[SUBMIT](#) [CANCEL](#)