

## **HOLLMAN**—HELP PROCESS———

fter you send a request to this address, you will immediately receive an email confirmation. One of our staff members will review your request and assign it to one of our team members, along with a priority based on urgency and the order in which it was received.

If you have an emergency request, like your website is down, please type "Urgent" in the subject line.

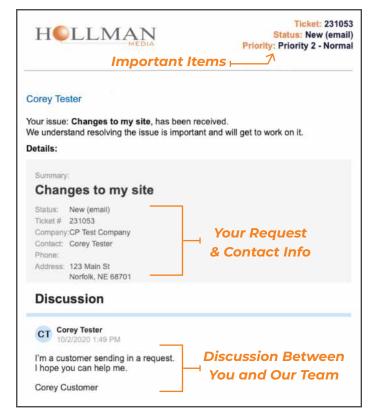
## Other Ways to get Help from Hollman Media:

For most requests, email works best and will ensure that your request gets logged in a timely manner. But you can also reach us during normal hours via phone.

- Normal Support Hours: Mon-Fri 8am 5pm
- Email (preferred): Help@HollmanMedia.com
- Phone: 308.236.7483



Please note that we have established a new email address for all customers who need help of any kind: **Help@HollmanMedia.com** 



## **Support Ticket Tips and How To:**

- · In the Subject, please give a summary using several words. (see examples below)
- · Provide screenshots of any error messages when possible.
- · Be descriptive. The more detail we have the better for a quicker resolution of the issue.

Helpful Subjects:	Please Avoid:
Website page not loading: mywebsite.com	Web Page
Can't access site: mywebsite.com	Help
Requesting website changes	Changes