

HOLLMAN HELP PROCESS

After 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**

Ticket: 231053
Status: New (email)
Priority: Priority 2 - Normal

Important Items

Corey Tester

Your issue: **Changes to my site**, has been received.
We understand resolving the issue is important and will get to work on it.

Details:

Summary:

Changes to my site

Status: New (email)
Ticket # 231053
Company: CP Test Company
Contact: Corey Tester
Phone:
Address: 123 Main St
Norfolk, NE 68701

Your Request & Contact Info

Discussion

CT Corey Tester
10/2/2020 1:49 PM

I'm a customer sending in a request.
I hope you can help me.

Corey Customer

Discussion Between You and Our Team

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