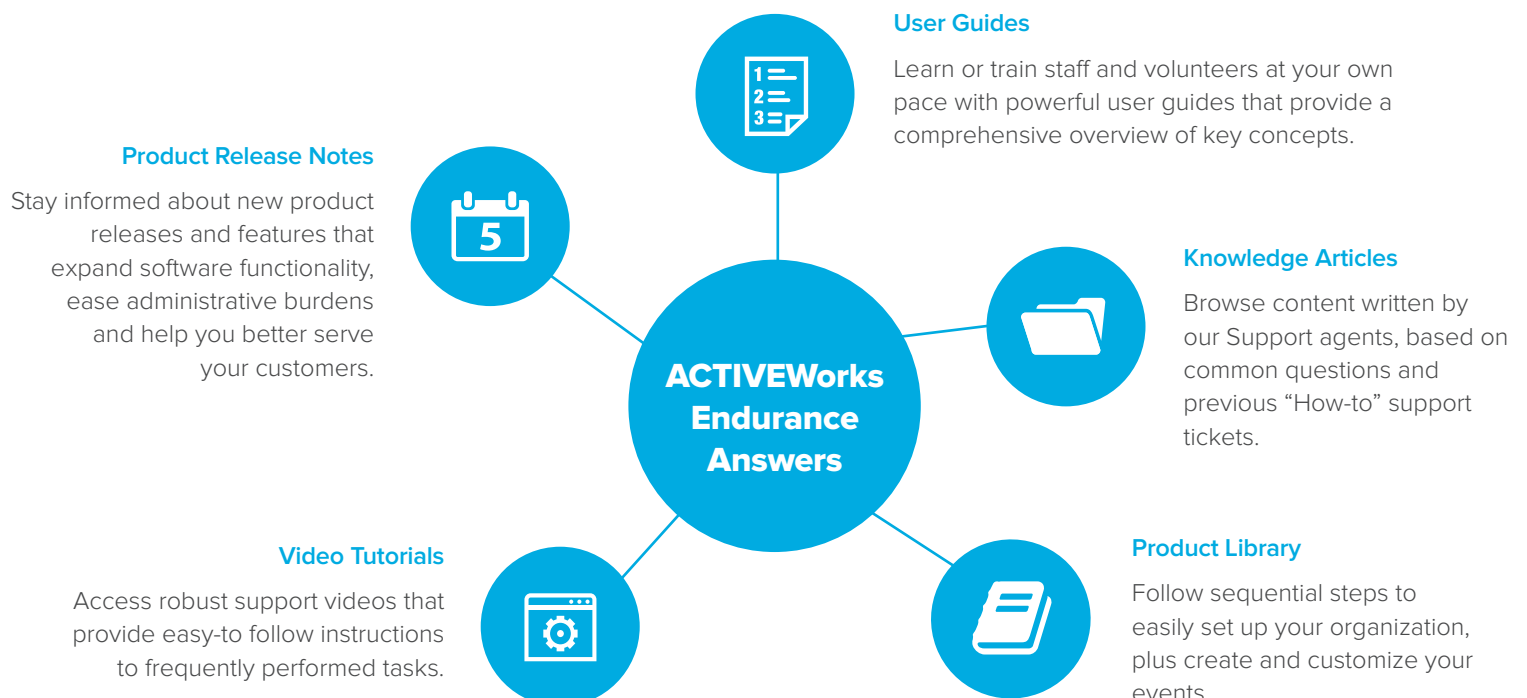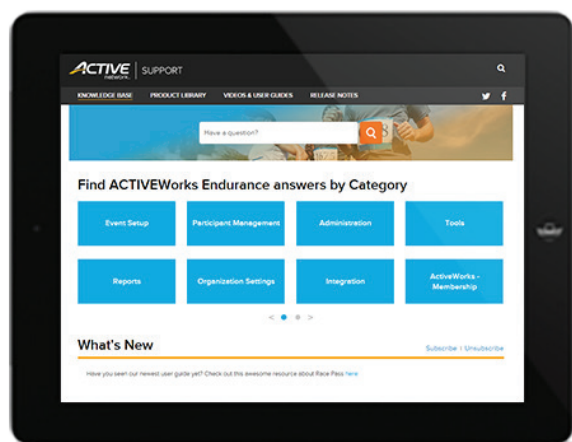**ACTIVE** network. | SUPPORT

ACTIVEWORKS ENDURANCE ANSWERS

ACTIVE Network is proud to introduce ACTIVEWorks Endurance Answers—your newly redesigned customer support site for accessing our premium help resources. Run your events more efficiently and deliver great customer service with essential resources in a single location.

With ACTIVEWorks Endurance Answers, you will have access to:

Product Release Notes

Stay informed about new product releases and features that expand software functionality, ease administrative burdens and help you better serve your customers.

Video Tutorials

Access robust support videos that provide easy-to follow instructions to frequently performed tasks.

ACTIVEWorks Endurance Answers

User Guides

Learn or train staff and volunteers at your own pace with powerful user guides that provide a comprehensive overview of key concepts.

Knowledge Articles

Browse content written by our Support agents, based on common questions and previous "How-to" support tickets.

Product Library

Follow sequential steps to easily set up your organization, plus create and customize your events.

Features

Modern and Intuitive Design

+ Enjoy an enhanced user experience with new design features and bright colors

+ Easily access Release Notes, Video and User Guides with clearly labeled tabs

+ Compatible on all mobile devices

Content Browsing

+ Browse help articles straight from the home page with category buttons

+ Stay up to date on important ACTIVEWorks Endurance information with the What's New section

Dynamic Article Pages

+ View articles related to your original question straight from the article page

Search Functionality

+ Search the Knowledge Base with powerful functionality designed so you can find the answer to your question quickly and intuitively

+ Easily identify search results based on your needs with advanced search filters

Alert Notifications

+ Be aware of critical updates by subscribing to alert notifications

+ Stay informed by reading about our most recent updates right on the home page

Video Tutorials

+ Learn the product or train staff and volunteers using intuitive tutorial videos

+ Watch videos directly on the support site to familiarize yourself with a number of frequently performed tasks

Release Notes

+ Search and find Release Notes in a dedicated section on the site

+ View release information organized by date to help keep you and your staff up to date

User Guides

+ Retrieve in-depth user guides that highlight key product actions

+ Easily download user guides as PDFs to reference when performing key tasks

Product Library

+ Follow sequential steps to easily set up your organization, plus create and customize your events

+ Review best practices for building your site for event registration, fundraising, merchandising and more

FIND YOUR ANSWER BY:

1) Searching for answer in the search bar

2) Browsing article categories right from the home page

3) Educating your staff through resources like videos and user guides

4) Contacting the ACTIVEWorks Endurance Support team