ShopSite Knowledgebase

How do I get technical support or help for ShopSite products?

Product: ALL
Version: ALL
Platform: ALL
What is the correct method to obtain support for ShopSite products?
Solution ID: S02074
ShopSite support is generally supported through your ShopSite reseller (usually your hosting provider). If your reseller has an ShopSite-related issue that they do not know the answer to, they can contact the ShopSite, Inc. technical support department for escalation assistance.
If you are not (or no longer) hosted by a ShopSite reseller, you can purchase direct support from ShopSite, Inc. from our website at http://www.shopsite.com/support.html or take advantage of the free help resources listed there.Solution ID: S02074
ShopSite merchants should contact their CSP partners for technical support of ShopSite. A list of resellers is available at: http://www.shopsite.com/buy.html
Other options available to you:
- Review the online ShopSite documentation at http://www.shopsite.com/help/
- Visit our online Knowledgebase of FAQ's and technical answers located through the link at:
http://www.shopsite.com/support.html
- Collaborate with other ShopSite merchants at our new online User Forum:
http://www.shopsite.com/support.html
- Subscribe to our ShopSite Tech Bulletin email list for notification of new releases and significant technical issues. Please see http://www.shopsite.com/subscribe.html for details.
These links and other details outlining your technical support options are available at:
http://www.shopsite.com/support.html
Related Solutions: S04804, S04754, S04759

https://support.shopsite.com/KBase/questions/1925/