



EZFacility Support

Whether it is prior to training, during training, or after training, as a client of EZFacility you always have support available to you. Our EZFacility [Support Center](#) has been developed to meet the ever-expanding needs of our diverse clientele, keeping in mind that no two facilities are the same. Some of the most utilized portions of the site include our expansive collection of user guides and frequently asked questions, access to our customer support team and our blog and social media outlets.

User Guides

Our [Support Center](#) provides access to our database of over 300 user guides that provide an in depth exploration of different aspects of the software. Each user guide contains a screen shot outline that includes detailed step-by-step directions on how to accomplish various tasks within the software. This portion of the Support Center is also where you can find the import templates required to have data imported into your account. All user guides have been created with the client in mind and continue to be updated based on customer feedback. If you are unable to find a user guide to meet your need, feel free to contact an EZFacility support team member or trainer for assistance (your inquiry may even be the inspiration for a new user guide).

Customer Support Team

Through the [Support Center](#) our clients have direct access to our customer support team who are available to assist with any questions or concerns that may arise. Access to the support team is made available to any and all customers beginning the first day they become an EZFacility client. Support is available through the customer support line 1-(866)-498-3279 M-F 9AM-6: 30PM EST. Have a question during nonbusiness hours? Clients can submit questions, concerns, or requests directly to our Support Team via the Community Support Center 24/7 through the Trouble Ticket Feature. This feature is also how those clients submitting data imports will submit their requests.

Webinars

The [Support Center](#) is also where you can find our previously recorded online webinars, which serve as helpful tools to educate you in more efficiently utilizing the software. These include our popular EZFacility Essentials series, which present the basics and best practices for using EZFacility.

Blog

To stay current on new features that will be debuting with EZFacility and industry trends visit the EZFacility [blog](#).

Social Media

EZFacility plays an active role in supporting and promoting all of its clients across a broad spectrum of social media platforms. Like us on [Facebook](#), follow us on [Twitter](#), [LinkedIn](#), and [YouTube](#) for software tricks, fitness industry news, member motivation tips, and more! Our [Support Center](#) also provides you with direct links to view our pages and posts.

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Don't forget to check out [EZEssentials](#)

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