This lesson explains steps to contact ServiceLive, access ServiceLive training, agendas for ServiceLive instructor-led Web Meeting training and access ServiceLive Community.

ServiceLive Operation Center

ServiceLive is available for your comments and questions any time. Please use the following information to contact ServiceLive. Share your questions or comments with ServiceLive support. We strive to respond to all e-mails within one business day.

> **ServiceLive Inc**.
> 7353 NW Loop 410
> San Antonio, TX 78245
> e-mail: support@servicelive.com
> Toll Free Number: **1-888-549-0640**
> Fax: **1-210-523-3515**
> Hrs: M-F, 7:00 am – 7:00 pm central
>   Sat, 8:00 am – 5:00 pm central
>   Sun, 9:00 am – 5:00 pm central
>
> **Sears Facilities Administrative Team**
> 7353 NW Loop 410
> San Antonio, TX 78245
> e-mail: searsfacilities@servicelive.com
> Toll Free Number: **1-888-317-3259**
> Hrs: M-F, 8:00 am – 7:00 pm central
>   Sat/Sun, Closed

ServiceLive Training

You can find answers to most questions by visiting our **ServiceLive Training Website**.

1. Once you have logged into ServiceLive, you will see links located on the top right of all pages.

   a. **Training** - Within this training site, you will find several lessons designed to get you up to speed and keep you there. Each lesson covers very specific topics and is very easy to comprehend. Whether you are new to ServiceLive or you currently utilize us, our training road map will allow you to quickly get up to speed or find that particular topic for a quick review.
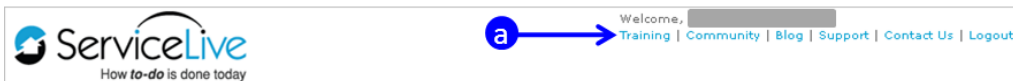
2. Training website is also located at http://training.servicelive.com

   a. Click on Provider Training ∨ link.

   b. Click on All Providers link to display lessons (step-by-step instructions) for using ServiceLive.

   c. **OR** click on Event Calendar tab to display training schedule of upcoming instructor-led WebEx sessions.

   d. See Step 3 & Step 4 in this lesson for agendas for instructor-led Webinar training.
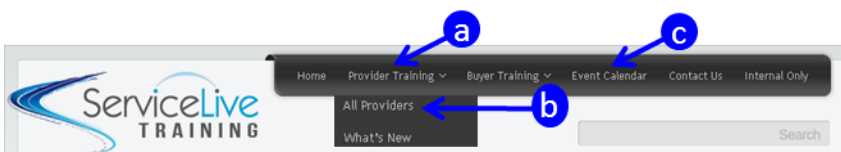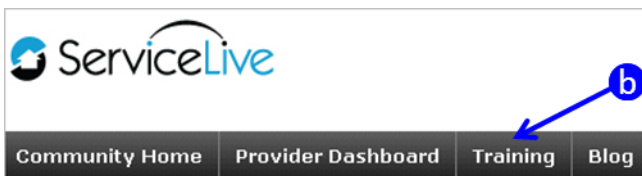
ServiceLive Community

The **Forum** is a great place to gather information and any developments about ServiceLive. You can also find answers to questions about using the Community by visiting **FAQ page** on **Community** page.

3. Community is available when you login to ServiceLive:

4. Training page is also available via the ServiceLive Community page.

    a. Once you login to ServiceLive, click on Community link in top right corner.

    b. Click on **Training** tab.

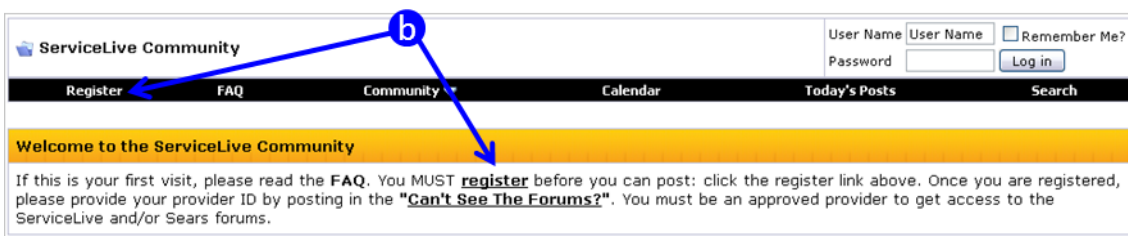   Note: You do not need to be registered or logged in to Community to access Training tab.

5. Register to join **ServiceLive Community**:

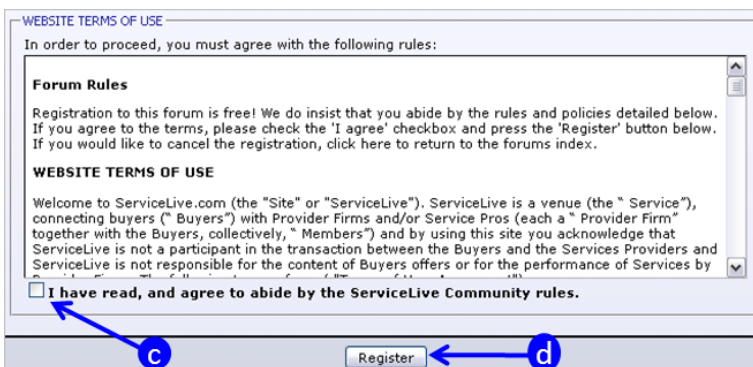   a. Once you login to ServiceLive, click on Community link in top right corner.

    b. Click on **Register** tab **OR Register** link.

    c. Click on **checkbox** labeled **"I have read, and agree to abide by the ServiceLive Community rules".**

    d. Click on Register button, which will open a Registration form.

    e. Complete the **Registration** form, click on Complete Registration button.

6. Login to Community:

    Note: You will have restricted access to ServiceLive Community until your registration has been verified. This may take a few days.

    a. Until you login you will only be able to view **ServiceLive Announcements & News** Forum.

    b. Type your User Name to login.

    c. Type your Password.
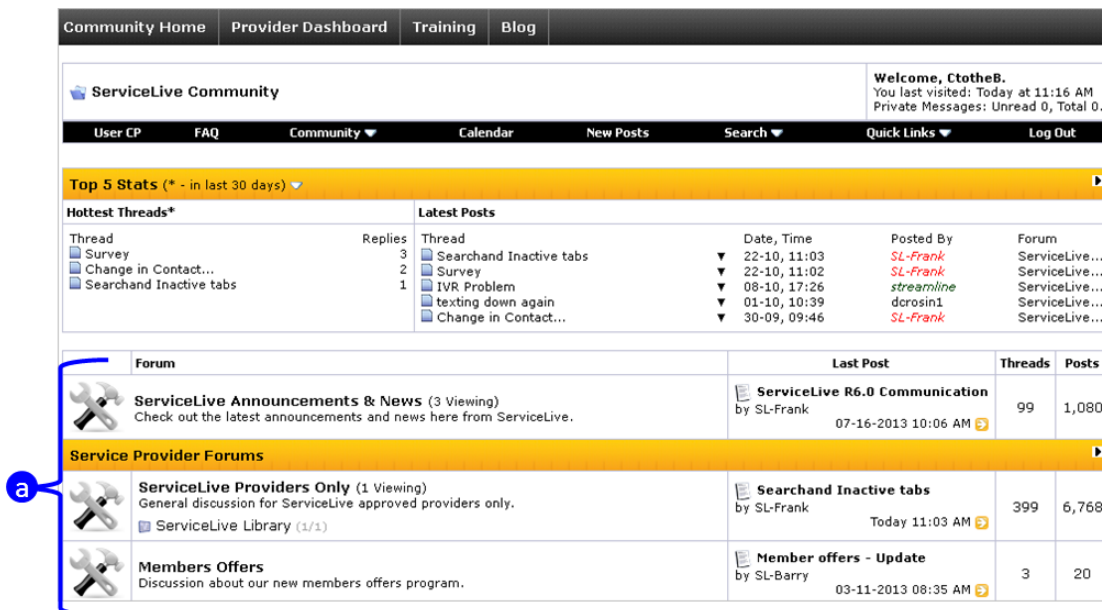
    d. Click on Log in button.
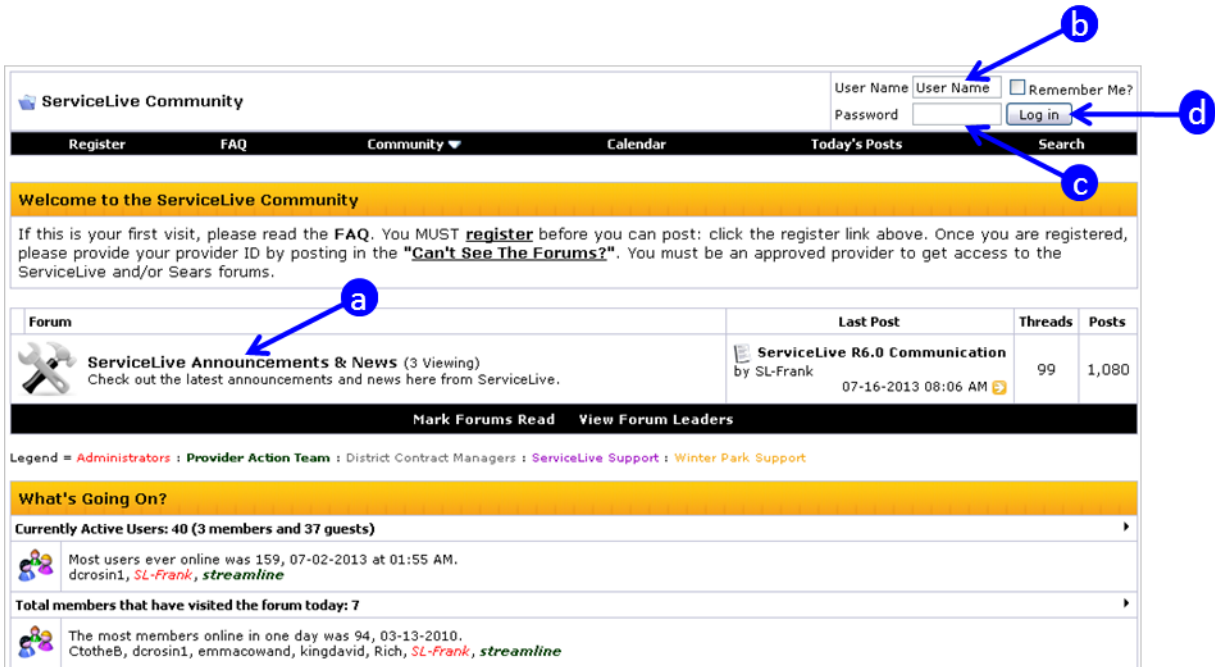
7. ServiceLive Forum:

    The Forum is great place to gather information and any developments about ServiceLive.

    a. In Forum section, click on **ServiceLive Announcements & News** link or any **appropriate** forum.

        Note: You must login and enter password see/use Forum section.

8. FAQ page:

    You can find answers to most questions about the community by visiting our Community **FAQ** page or e-mail: contact@servicelive.com.

    a. Once you login to Community, click on appropriate link(s) in **Board FAQ.**

    b. **OR** use search function to locate information.

Sales Contact

For any potential sales opportunities on bringing in clients or prospects, please contact our Sales team. We offer monetary awards.

- To contact sales, send an e-mail to: sales@servicelive.com