



## EventPro Support - Quick Reference Guide

Access to Support is one of the greatest benefits of renewing your Upgrade Protection Plan annually.

We don't outsource to strangers! Our dedicated in-house Support experts work right alongside the software developers and sales team so you benefit from the continuity of knowledge throughout our company.

### For Best Service

To ensure the fastest response time, please try to provide as much of the following information as possible:

- Your Name
- Your Company Name
- Your 6-digit User I.D. number (found on the first screen of EventPro, viewed by selecting Help > About)
- If this is an existing issue, your HQ Number from the Support email
- Details of your problem or question, which may include (as applicable):
  - What you were doing before the problem occurred
  - The wording of any error message
  - Whether the issue continues after you have restarted the program
  - Whether other users are experiencing the same issue
  - A complete list of questions explaining what you want to do and what problem is preventing you

When contacting Support, you may find it convenient to have EventPro running in the area that is causing the issue.

**Contact Support**  
(306) 975-3737 (Press 2)  
[support@eventpro.net](mailto:support@eventpro.net)

