How to Contact the Customer Success Team for Support
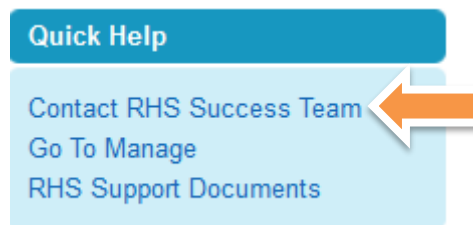
Description

Use this function to contact our Customer Success Team with any support issues for which you have questions

The system will:

- 🏠 Send an email to the Customer Success Team
- 🏠 Include your name, phone number, and Community in the email

Step by Step

1 Click **Contact RHS Success Team** in the sidebar on the left-hand side of your Salesforce page

2 Enter who or what you are inquiring about. For example, you can include the Prospect's or Resident's name, the Suite number, or an Audit number for a move-in planner

3 Enter a subject line explaining what you were trying to do

4 Enter a description of the question you have or the issue that you face when you try to do what needs to be done

5 Click **Send.** A confirmation note will appear at the bottom of the screen, confirming that your request was sent to our Customer Success Team.

Send an Email to your Customer Success Team

Hello Neomi, How can we help you?

Who or what is this about? (Resident, Suite, Prospect):

Adams, John

What are you trying to do? (EG. Transfer, Move-In):

Create a Move-In Planner

Please explain what you are trying to do and what happens :

How can I tell if a move-in planner has already been created for this Prospect or if I should be creating a new one?

Send