SalonClouds⁺
TECH SUPPORT

(855) 229-9438
saloncloudsplus.com

HELPFUL HINT

These icons can give you more instruction on items within the dashboard. Keep an eye out for these handy little helpers.

CONTENTS

SalonClouds⁺

TECH SUPPORT

The logo text "SalonClouds+" with "TECH SUPPORT" below it.
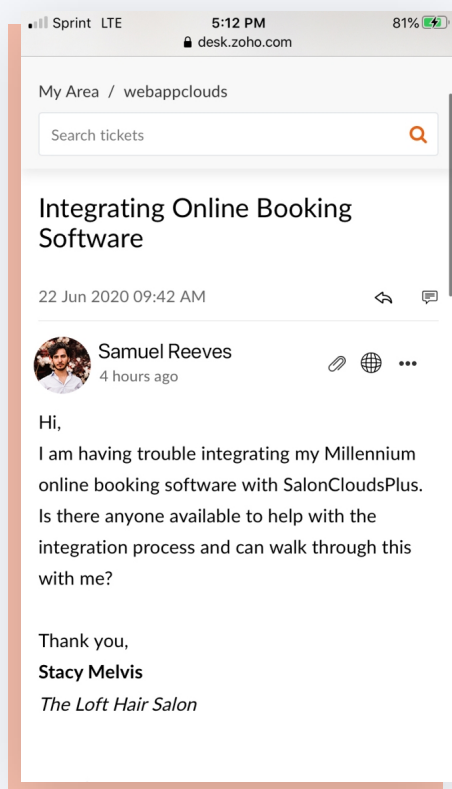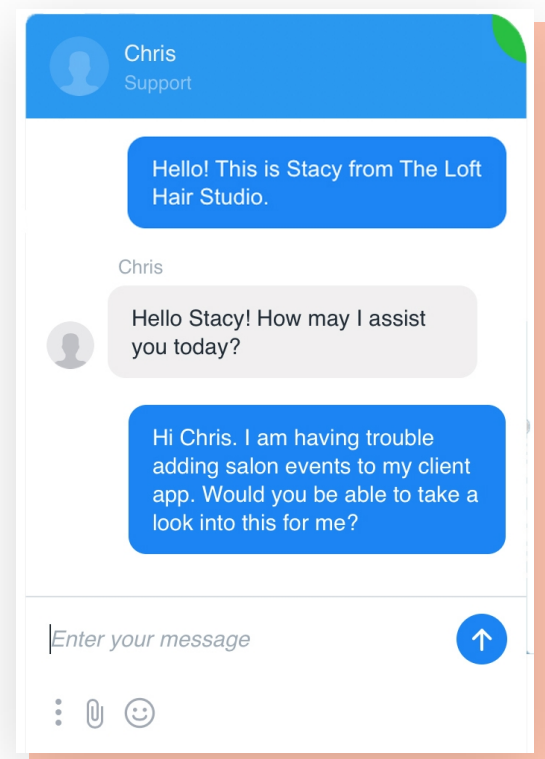
WELCOME TO OUR
CLOUD SUCCESS TEAM

Thank you for being a loyal customer of SalonCloudsPlus. Our company is dedicated to your continued success. The SalonCloudsPlus **Customer Success Team** works diligently to support any needs that you may have. Please see the variety of options we have to offer to connect you to a member of our team!

*For tutorials and immediate help, click the **HELP** button located at the top right corner of your SalonClouds+ Dashboard.*

24/7

LIVE CHAT

Cloud Success Specialists are available throughout the day to assist you in our NEW Live Chat. Available right from your dashboard Monday through Friday 9:00 am - 5:00 pm EST.

Chris
Support

Hello! This is Stacy from The Loft Hair Studio.

Chris

Hello Stacy! How may I assist you today?

Hi Chris. I am having trouble adding salon events to my client app. Would you be able to take a look into this for me?

Enter your message

.ıll Sprint LTE   5:12 PM   81% ⚡
🔒 desk.zoho.com

My Area / webappclouds

Search tickets   🔍

Integrating Online Booking Software

22 Jun 2020 09:42 AM

Samuel Reeves
4 hours ago

Hi,
I am having trouble integrating my Millennium online booking software with SalonCloudsPlus. Is there anyone available to help with the integration process and can walk through this with me?

Thank you,
Stacy Melvis
The Loft Hair Salon

HELP

SUPPORT TICKETS

Choose the Support option from the Help area on your dashboard. From there you can create and manage any tickets related to your account. Our team of Cloud Specialists will assist you with all of your needs.

For immediate assistance send your request to: mesupport@salonclouds.com a service ticket will be created.

WE'RE OPEN

GIVE US A CALL

Call our customer support line to leave a message to speak to a member of our Cloud Success Team.
(866) 654 -8009

SUPPORT TICKET SYSTEM

The SalonClouds+ Support Ticket System is available for our customers to create and manage support tickets. This system is user friendly and will allow us to expedite your ticket. Be sure to follow the key steps on the following page in order to track the progress of your tickets and follow up with a Cloud Success Specialist.

For immediate assistance send your request to:
mesupport@salonclouds.com
a service ticket will be created.

ACCESS?

GRANTING ACCESS TO SYSTEM

Once logged into your SalonClouds+ dashboard, choose the Help option at the top right. This will display a dropdown of support choices. Choose the Support option and the window will direct you to our support ticket portal.

CREATE AN ACCOUNT

The most important part of the support ticket portal is the creation of your account. Use the Sign Up option located in the upper right corner to create your account. This is important for referencing your open tickets later on.
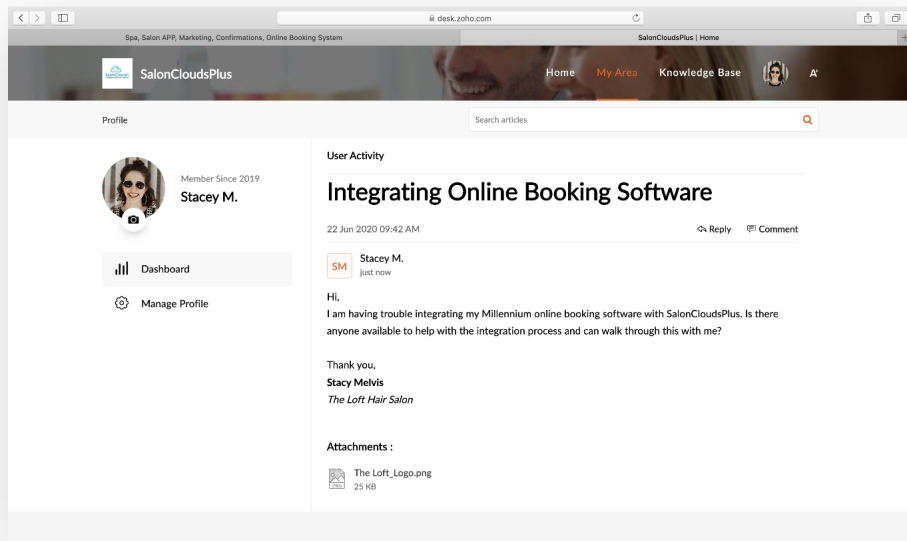
SUBMIT A TICKET

Add ticket will allow you to create a new ticket. This will be where you can give all details to the Cloud Success Team. The more details, the better! We will troubleshoot your items and update your tickets promptly.
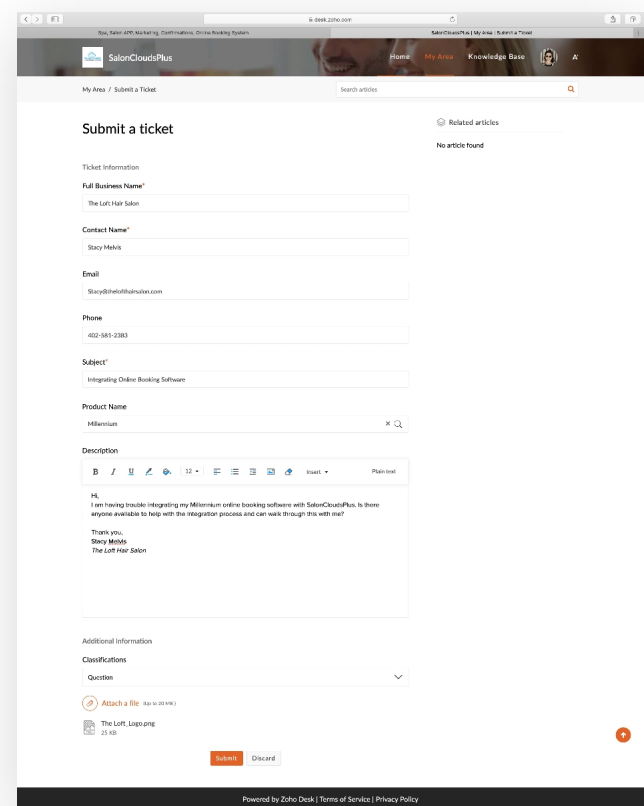
MANAGE MY TICKETS

My tickets will allow you to check on your current open tickets in the support portal. Cloud Success Specialists will respond so that you also receive an email notification when a new update or solution is available.

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