

We've put together this tutorial to better explain our support services how to access what we have to offer. We have developed many different avenues for getting support, and if used to it's fullest; your hosting questions can be answered VERY quickly. We have listed each method, in the way we feel you can your can reach your answer the quickest!

1. ONLINE SUPPORT PAGE: [HTTP://WWW.THEWEBHOSTINGNETWORK.COM/SUPPORT.HTM](http://www.thewebhostingnetwork.com/support.htm)

On our main support page, we have filled the page with tons of different items for support. Here you can:

- a. Browse Online Documentation
- b. Perform a search in the Online Documentation, finding instruction on a specific question quickly.
- c. Download Control Panel/Web Hosting Documentation via PDF.
- d. Review our Frequently Asked Questions Page
- e. View our Network Status. If and when we have a problem on our system, we ALWAYS will post the situation, how we are fixing it, and an ETA on when we expect the issue to be resolved.

2. EMAIL/SUBMIT A SUPPORT TICKET:

When contacting us, this is by far the best way to submit questions! Reason being when you submit an email/ticket we have record of your question and can be answered in the order they were received.

EMAIL (will be posted in the ticket center): SUPPORT@THEWEBHOSTINGNETWORK.COM

SUBMIT A TICKET: LOG INTO YOUR HOSTING CONTROL PANEL > SUPPORT CENTER > MAKE A TICKET

3. LIVE SUPPORT:

Our live support is available 6:00am EST until 5:00pm EST, and is intermittently available after hours and on the weekend. Chats are available on a first come first serve basis. Chat support is available after hours via a scheduled appointment, free of charge. LIVE SUPPORT is available by going to our web page:

[HTTP://WWW.THEWEBHOSTINGNETWORK.COM](http://www.thewebhostingnetwork.com)

4. ONLINE FORUM:

A brand new feature to our web site, we've created a hosting community for TWHN clients. Here you can post questions, help fellow hosting clients, and chat about just about anything from web design to sports. Check out the forum and you may just find the answer you are looking for! ONLINE FORUM is available through our support page: [HTTP://WWW.THEWEBHOSTINGNETWORK.COM/SUPPORT.HTM](http://www.thewebhostingnetwork.com/support.htm)