

# Business Catalyst

## SUPPORT & TRAINING GUIDE

### WELCOME!

Welcome and congratulations - you're now the proud owner of a true Online Business, and part of a fantastic community of dedicated, intelligent and driven online entrepreneurs. The most powerful aspect of your Online Business is you. Only you can run your business successfully, so this guide has been compiled to empower YOU to take your Online Business to its fullest potential.

### GETTING STARTED



#### Training Videos

Online Videos are one of the easiest and hassle-free ways to learn. That's why we've compiled a library of online training videos that you can watch from the comfort of your own home or office. Start watching today!



#### The Online Business Wiki

This comprehensive online resource gives you everything you need to know about building and maintaining your online business. This resource is updated constantly by our support team and our community of partners and business owners just like you, The Online Business Wiki is your first stop for up to date answers, whenever you need them.

## GETTING MORE HELP



### Online Community

Over the years we've built up a vibrant community of business owners, web designers and marketing consultants. You can tap into their knowledge and get a wide range of answers on a whole range of topics! It's a great place to relax and enjoy the friendly, success-oriented atmosphere. We regularly stay in touch on the forums and love to hear your questions, ideas and feedback. Join us online and share your wealth of knowledge while getting the answers you need from us and our community.



### Online Interactive Q&A Sessions

Several times every week we sit one of our qualified Support Engineers ( aka Super Nerds ) in a room to answer your questions. And you don't even have to leave your home or office! You'll be able to talk to a real person and have your questions answered immediately. We'll have our advanced desktop-sharing technology right at hand so that we can show you exactly how to achieve your goals. Bookings are essential because spaces are limited.



### Business Catalyst Office Unlimited Email Support

If your question can't wait until the next scheduled Q&A session, just drop us an email! Your fellow Online Business owners rave about our friendly, prompt and clear email support service. Simply email us with your site details and your question at [support@businesscatalyst.com](mailto:support@businesscatalyst.com). We guarantee we'll get back to you in 8-business hours.

Remember the more detail you provide the sooner we will be able to answer your questions, so please be as specific as you can!

Whilst Business Catalyst do not offer phone support, Indietech is here to help. As a certified partner, our technicians are here to help you maintain your site and assist you in any sticky areas that may arise. This includes ecommerce support, content upload support, adding news banners, setting up newsletters... You name it - we do it.

Please refer to your negotiated contract to find out how we can assist you as a part of your agreement with Indietech. Our door is always open!

Best regards,

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