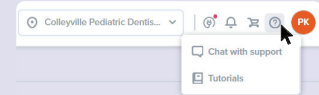


Overview

Method is committed to delivering responsive and helpful support to all end users. This guide is designed to help you quickly address any questions or issues by outlining accessible resources within the Method platform.

Where to find help

In-Product Support every Method end user has access to an in-product support feature. By clicking the **question mark icon** located in the user's live Method instance, users can access multiple support options designed for convenience and efficiency.



Please Note: Reach out directly to Method support for any issues with the Method product, order transmissions, or for additional training. Reaching out to other teams or industry partners will delay our ability to respond quickly to you.

Available support options

Knowledge Base

1



- For in-depth answers and guides, users can explore **Knowledge Base Articles**.
- Access these resources anytime at support.methodusa.com for step-by-step instructions on using Method efficiently, the chat to assist directly.

Tutorial Videos

2



- To assist with onboarding and common tasks, Method provides a library of **tutorial videos**.
- These short, focused videos help users navigate the platform and make the most of Method's features.
- These tutorials can be found in the product by navigating to the chat in the lower right corner of the screen.
- To access the tutorials, click on the question mark for help/support and select tutorials.

Chat with Support

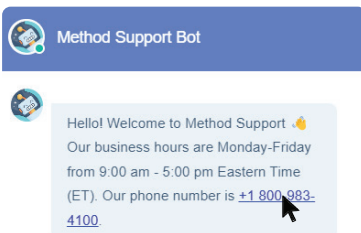
3



- After clicking the question mark icon, users can choose to start a **chat with support**.
- Please note that we will need the practice name as it appears in the Method app, along with the user's full name and the email used to log into the app.
- To ensure account identification, accuracy, and correct routing, the system will ask users a few brief questions about the issue.
- A live support agent will then join the chat to assist directly.

Direct Call to Support

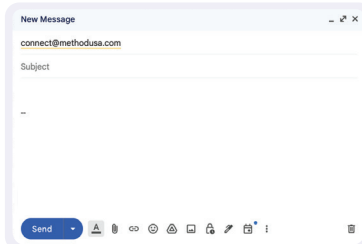
4



- For immediate help, users can call our support line directly.
- When selecting the direct call option, a message with the support phone number will pop up.
- Users can call **1 800-983-4100** Select option 2 to connect with our support team Monday - Friday, 9 am to 5 pm ET.

Email support

5



- For personal help, users can email us at **connect@methodusa.com**
- Keep in mind we will need the user's practice name as it shows in the Method app, the user's name, and the email used to log into the Method app.
- Please allow 24-48 hours for a response to email support.

Strategy support with Customer Success

6

If users need to connect with a Customer Success Manager, users should email them directly. Kindly ensure you provide the practice name as it is displayed in the Method app, the user's name, and the email address associated with their Method app login.

Keep in mind that they're in meetings with other customers, so there will be a 24-48-hour response time. For immediate support, use the chat option or the support phone line.