# Where to Go With Questions

If you have questions regarding this Training System, contact**Education@Jackrabbittech.com** with the Subject "Training System".

For questions regarding Jackrabbit, our Help Center has a full range of help articles beyond what is included in this Training System and also includes additional training options. Select the ? icon on the menu bar in the Jackrabbit database to access the Help Center or other help resources (green icons).
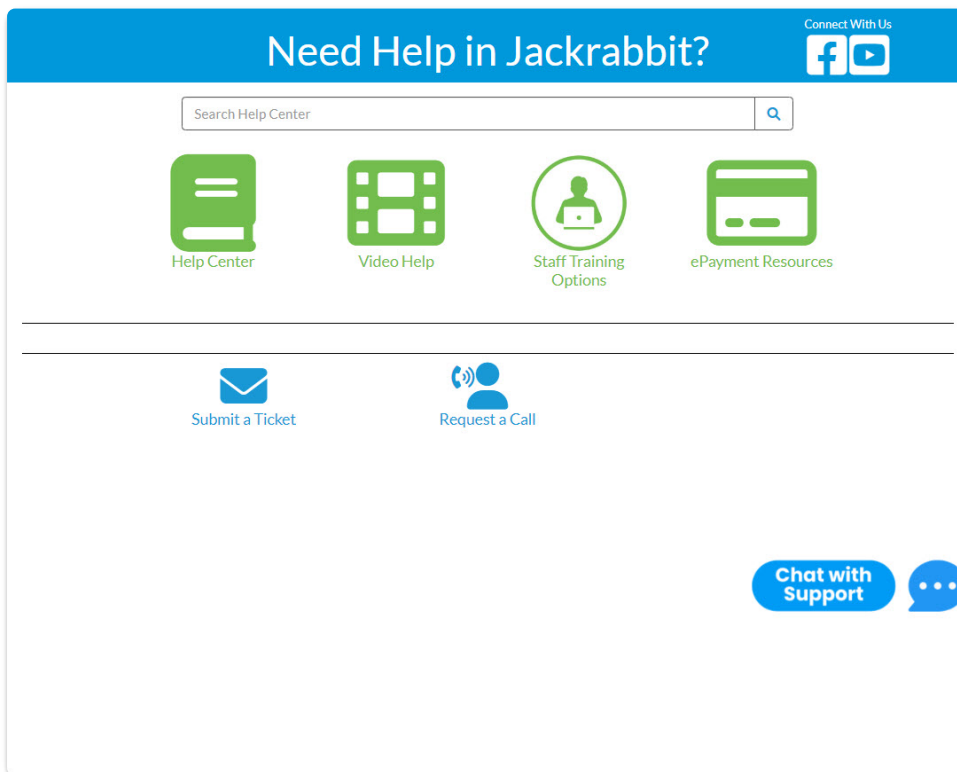
If you still have questions after reviewing the Help Center, contact our Support Team (blue icons).

- Select **Chat with Support** if you have a question on a simple topic that will not require research. Type in your question and a Support Representative will begin a chat conversation with you similar to texting.
- Select **Submit a Ticket** to allow us time to log into your database, research, or route your ticket to a specialist. You will get a response via email typically within 2 hours during our business hours (Mon-Fri 8am-8pm Eastern time).
- Select **Request a Call** if you prefer to talk with a Support Representative. You may schedule an appointment for:
    - Open Topic Quick Call (15 Minutes)
    - Open Topic Extended Call (30 minutes)
    - ePayments Call (30 Minutes)
    - Jackrabbit Plus Demo (30 Minutes) -**Learn more about Jackrabbit Plus**
    - Database Review / Checkup Call
        - **Database Review calls** are typically available from October through June