CROSStrax™

Basic Support is included in all plans

As you begin to utilize the case management software, our team has a variety of free support options available to help you and your team become acclimated to the operation and features included with your plan. Learning any new software takes time and we have designed many avenues as every investigative company is different.

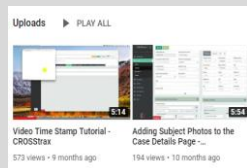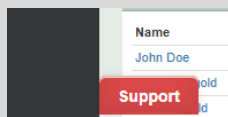|	
Knowledgebase https://support.crosstrax.co	A great self-help resource for our users and is available any time, day or night. It includes FAQ's, answers to common questions and provides links to helpful video walk throughs.
On Screen Tutorials	On the pages throughout the system you can click on the bell in the upper right-hand corner and see guided tutorials that apply to the page you are currently on. The number below the bell indicates the number of tutorials you have not viewed yet. This is a great way to learn yourself or train a new employee.
CROSStrax Video Library	The CROSStrax YouTube Channel is full of helpful videos on system features. If you are away from your main computer and need help, simply search for CROSStrax YouTube. Click Here to visit our YouTube Video Library
E-Mail Support@crosstrax.co	Have a quick question or can't find an answer to your questions? E-Mail us anytime
Phone 844-620-8555	Live phone support is available Monday through Friday from 8:00 AM to 5:00 PM Central Standard Time.
Webinars https://support.crosstrax.co	We conduct Live webinars. If you are unable to attend, don't worry. All webinars are posted and made available for you to watch at your convenience. Visit our support portal and search for Webinars.
Support Tickets	When you notice an error or a feature not working properly, report it quickly via the Red Support Button at the bottom left of the screen.

For personalized setup and support options, please see our Concierge Services