



# BOLDTRAIL SUPPORT CHECKLIST

FOR BROKERS

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# NEED HELP? LET'S GET STARTED



## UTILIZE RESOURCES

**F**IRST, NAVIGATE TO SUPPORT & TRAINING IN THE MENU BAR ON THE LEFT HAND SIDE ONCE YOU'RE LOGGED INTO BOLDTRAIL. RESOURCES INCLUDING COURSES, VIDEOS, GROUPS, ONE-ON-ONE COACHING, LIVE TRAINING, AND WEBINARS ARE READILY AVAILABLE. YOU MAY ALSO DO A QUICK GOOGLE SEARCH TO BRING UP A DIRECT LINK TO THE SUPPORT GUIDE YOU'RE LOOKING FOR.



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HAVENT FOUND AN ANSWER YET?



## SUBMIT A SUPPORT TICKET

IF YOU'RE STILL NOT FINDING THE ANSWER YOU'RE  
LOOKING FOR, SUBMIT A SUPPORT TICKET.

CONTACT BOLDTRAIL'S SUPPORT BY EITHER:

- EMAILING [SUPPORT@INSIDEREALESTATE.COM](mailto:SUPPORT@INSIDEREALESTATE.COM)
- USING THE LIVE CHAT FEATURE ON YOUR DASHBOARD
- SCHEDULING A CALL AT  
[HTTPS://GO.ONCEHUB.COM/BOOK-A-SUPPORT-CALL](https://go.oncehub.com/book-a-support-call)





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BE PATIENT, HELP IS COMING



## WAIT 24-48 HOURS

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THE SUPPORT TICKET HAS BEEN SUBMITTED AND BOLDTRAIL IS LOOKING INTO IT ON THEIR END. THEY'RE SENDING YOUR TICKET TO THE RIGHT PERSONNEL AND FINDING THE ANSWERS SO ALL YOU HAVE TO DO IS WAIT FOR A RESPONSE. YOU MAY RECEIVE A RESPONSE RIGHT AWAY BUT PLEASE GIVE THEM 24-48 HOURS TO LOOK INTO THE ISSUE. SUBMITTING ANOTHER TICKET WILL ONLY SLOW THE PROCESS DOWN.

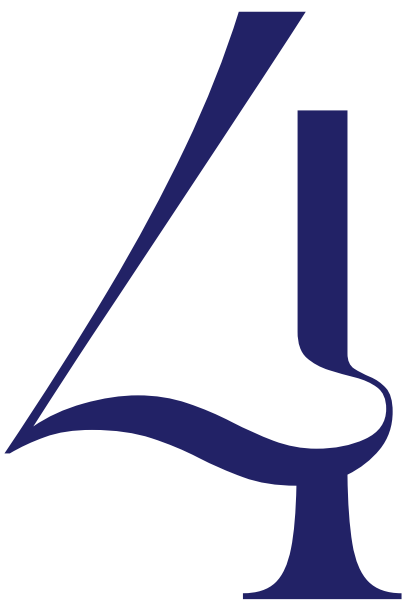


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WAITING AND STILL NO ANSWER?



## CONTACT CORPORATE



IF YOU'VE WAITED 24-48 HOURS AND STILL HAVE NOT HEARD BACK FROM BOLDTRAIL'S SUPPORT TEAM, PLEASE CONTACT [POWERSUITE@SELLSTATE.COM](mailto:POWERSUITE@SELLSTATE.COM) TO ESCALATE THE ISSUE. THEY WILL FORWARD YOUR EMAIL TO BOLDTRAIL'S CORPORATE SUPPORT TEAM.

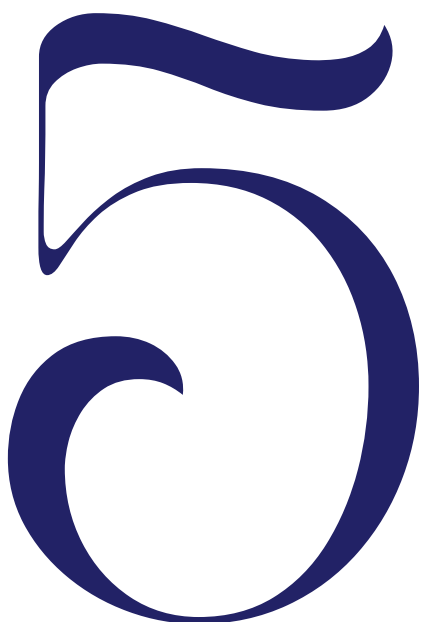


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# ISSUE RESOLVED!



# ALL DONE



YOU COMPLETED ALL THE STEPS AND SHOULD HAVE HEARD BACK FROM SUPPORT BY NOW. THIS GUIDE HELPS RESOLVE ISSUES IN THE QUICKEST WAY POSSIBLE. SUBMITTING MULTIPLE TICKETS OR TRYING TO SKIP STEPS WILL ONLY SLOW DOWN THE PROCESS. WE'RE HERE TO HELP YOU.