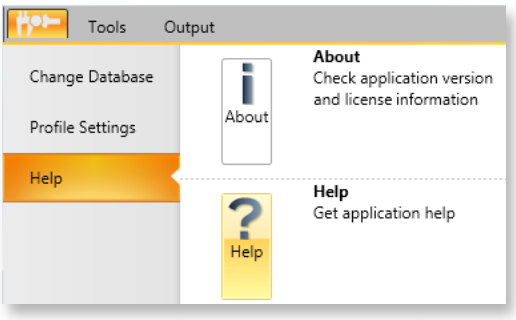
YOUR LIFELINE TO SUCCESS

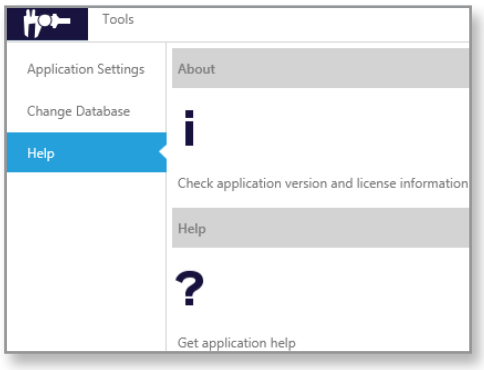
GAGETRAK LEARNING RESOURCES AND SUPPORT

Though GAGEtrak is user-friendly, it's a robust solution with extensive functionality. Formal training is key to ensure consistent data entry by all users and proper use of GAGEtrak in daily operation; however, we urge you to take advantage of all of the other learning resources and technical support that are available to you at any time.

LEARNING RESOURCES - HELP SYSTEM

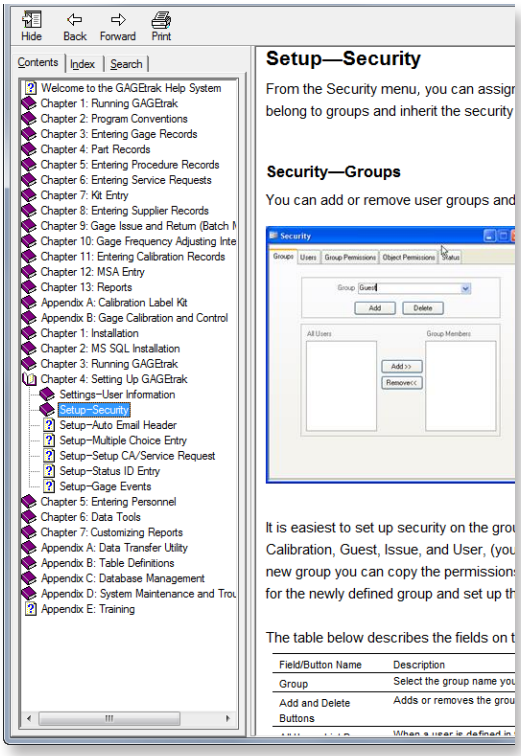
Access the GAGEtrak Help System at any time from within the software. The Help System contains all of the same information as the user guide PDF file. In GAGEtrak 7 or GAGEtrak Lite, click the application icon in the upper left corner of the window, click the Help option in the menu and then click the Help icon.

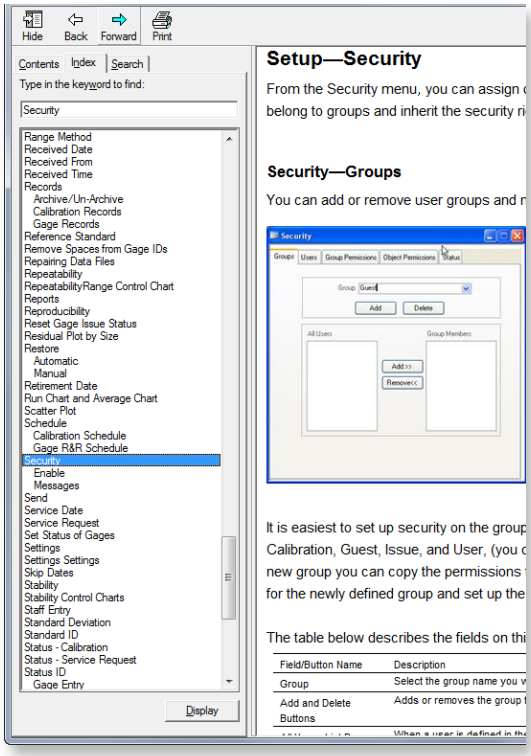




In GAGEtrak 6.8, from the Help menu, select Contents.
In GAGEtrak 6.9, from the File menu, select Help -> Contents.

Browse the Help System by Table of Contents or Index topic or do a broad search:





LEARNING RESOURCES - USER GUIDES

Click here to access User Guides from the Tech Support section of our website. Every file is a searchable, indexed PDF file.

SUPPORT PORTAL AND CONTACTING US

The GAGEtrak Support Portal includes a knowledge base of articles for answers to common questions and explanations of any potential issues you may experience. The Port will also provide the most efficient means to create a support ticket, follow its progress, view ticket history and engage the support team.

You may already have login credentials for the Support Portal from a previous session with our team; if not, fill out this form to request an account (we will typically have your new account created within 24 hours). If you are unable to complete the form online, please call us at +1 (480) 212-1257 or 1-800-777-7020.

After logging into the Portal, use the search bar at the top of the home page to find appropriate articles or you can narrow the results by first selecting GAGEtrak from the **Featured Topics** tab and then, under the GAGEtrak header, select the version of GAGEtrak you are using. Related articles will then appear below. If you don't find the answer to your question in the articles, click the **Open a New Case** button and submit the necessary information (this button can also appear as **Submit a Case** in other areas of the Portal). You can access your **Open Cases** and **Historical Cases** with the corresponding tabs. After submitting a new case, one of our skilled technicians will evaluate your issue and contact you with a solution or to set up a remote session to troubleshoot your issue.

You may also use the chat feature in the Portal by clicking **Chat with an Expert** in the bottom right corner of the window; one of our experts will be happy to assist you.

Our Technical Support team is located in the U.S. at our corporate headquarters and can be reached at +1 (480) 212-1257, 1-800-777-7020 or support@cybermetrics.com. Please contact us if you have any issues accessing the Support Portal.

STAY IN THE KNOW

Subscribe to the GAGEtrak newsletter to be notified about software revision announcements, new feature highlights, special discounts, industry updates, training and event schedules, webcast/podcast announcements and more. Click here to subscribe!

YOUR OPINION MATTERS

If at any time, you would like to let us know how you're doing with GAGEtrak, what your favorite features are, about your experiences with our Support team or anything else, please email us at qmd@cybermetrics.com.

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