

Contact Support Options - SKY Admin

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Determine which Contact Support buttons are available on the SKY homepage at *SKY Admin / Utilities*. Here, options are available for an *SSI Support Button* and an *Internal Support Button*. Either or both can be enabled.


- **Contact SSI Support** – This button opens a new email window to be sent to SSI Support and open a new ticket.
- **Contact Internal Support** – This button can be set to open a URL or send an email to a different email address such as the company's own Support department.


Once either or both options are enabled, additional settings can be managed. Additionally, an example of how the button will appear is shown.

Contact Support Options

SSI Support Button




Internal Support Button


 Contact SSI Support

 Contact Internal Support

Enable for all users Enable for some users

Enable for all users Enable for some users

User Name	Email	
Joe Smith	joe.smith@email.com	
User Name	Email	
Jim Johnson	jim.johnson@email.com	
User Name	Email	
Bill Jones	bill.jones@email.com	

 Add/Remove Users

Button Label
Contact Internal Support

Support Email Address or Url
helpcenter.agvance.net

Email Subject Line (Optional)

Enable for all users Enable for some users

Cancel Save Settings

Choose to *Enable for all users* or *Enable for some users*. If *Enable for some users* is selected, choose **Add/Remove Users** to choose for which SKY Users this button should be available. A User can be removed from this list by selecting the **Delete** icon.

The *Internal Support Button* area has a few additional settings.

Optionally edit the *Button Label*, then enter the *Support Email Address or URL*. If entering an email, an *Email Subject Line* can be entered that will automatically copy over to the new email window.

Once **Save Settings** is selected, the enabled button(s) will be displayed on the SKY homepage under the app icons.



Order

Enter an order for your customers!



Ledger

Explore and track your General Ledger entries!



Vendor

Manage your vendor bills and payments!



Need help?

 [Contact Support](#)

 [Contact Internal Support](#)