

Customer Support - Suggestions - - - - -

E-Mail Support

To keep our costs (and customer pricing) low, our business model is to handle all support via email. Most e-mails are answered within minutes. Use the **Contact WhenToWork** link at the bottom of most pages when signed in at WhenToWork which will include your account information automatically and save time.

This business model is beneficial for many reasons:

- it keeps our subscription prices low by not having to staff phone banks,
- it allows time to research a question or issue and provide a more detailed response
- it provides a reference to refer back to (helping us provide you better support in the future by knowing what your past questions have been)
- it also helps you by providing a step-by-step guide for reference later

We realize this business model is not for everyone, but hopefully you will become confident that our email response time is quite fast and our emails are helpful in answering your questions.

We can assure you that we have real people answering your questions, phone calls are just not a cost-effective method of communication for us.

We provide full and free support for all paid and trial users.

Forgot ID/ Password

At any time you (or your employees) can automatically retrieve sign-in information from WhenToWork. Your account sign in(s) are automatically e-mailed to you when you use the "**Need your ID and/or password?**" link on the sign in page.

To have sign-in information E-mailed to you (or anyone else)

- go to **http://WhenToWork.com**
- Click **Sign-In**
- Use **Need your ID and/or password?** link
- Type the e-mail address
- click **E-mail my ID and Password**

All sign-in information related to that e-mail address will immediately be sent out. If the e-mail is not received there may be a problem with your EMail account - spam filters, box full etc.