



WELCOME TO STORABLE

Whether you are new to Storable, new to a product line or just looking for some help, there is a team of Storriors here to help.

This document contains support resources for all your Storable products, as well as training, and help with common processes.

We're so glad you're part of the Storable family.





CONTACT SUPPORT

PHONE

(919) 865-0789 ext. 2

EMAIL

support@sitelink.com

SUPPORT HOURS

MON – FRI

8AM – 8PM ET

SAT – SUN

9AM – 6PM ET

SiteLink Billing

billing@sitelink.com

SiteLink Help Center

<https://bit.ly/3kwZt8P>

SiteLink Training Courses

Need help with some basics?

<https://storable.teachable.com/>

SiteLink Ask the Expert Weekly Q&A Session

Ask the Expert is a weekly live Q&A session that gives you a chance to ask questions you have about your software.

<https://bit.ly/3wAC2Ao>

SiteLink Walkthrough

Tuesdays from 2 to 3 PM CT

<https://bit.ly/3JOrxxz>

SiteLink Walkthrough

Thursdays from 12 to 1 PM CT

<https://bit.ly/3Db4zij>





CONTACT SUPPORT

PHONE

(888) 403-0665 ext. 1

EMAIL

support@storedge.com

SUPPORT HOURS

MON – FRI

8AM – 8PM ET

SAT – SUN

9AM – 6PM ET

storEDGE Billing

billing@storedge.com

storEDGE Help Center

<https://bit.ly/3C6mtkT>

storEDGE Training Courses

Need help with the basics?

<https://storable.teachable.com/>

storEDGE Ask the Expert Weekly Q&A Sessions

Ask the Expert is a weekly live Q&A session that gives you a chance to ask questions you have about your software.

<https://bit.ly/2YBI0nU>

storEDGE Walkthrough

Wednesdays from 1 to 2 PM CT

<https://bit.ly/3qvM6K6>





CONTACT SUPPORT

PHONE

(855) 427-8193, option 2

EMAIL

support@sparefoot.com

SUPPORT HOURS

MON – FRI

8AM – 8PM ET

SpareFoot Billing

billing@sparefoot.com

SpareFoot Help Center

<https://support.sparefoot.com/hc/en-us>

SpareFoot Training Course

Need help with the basics?

<https://bit.ly/3kv8wqW>





CONTACT SUPPORT

PHONE

(888) 403-0665 ext. 2

EMAIL

support@storeedge.com

SUPPORT HOURS

MON – FRI

8AM – 8PM ET

SAT – SUN

9AM – 6PM ET

Website Billing

billing@storeedge.com

Website Help Center

<https://bit.ly/3ojbeB2>

Website Training Course

Need help with the basics?

<https://bit.ly/3F6RFm7>

storEDGE Walkthrough

Wednesdays from 1 to 2 PM CT

<https://bit.ly/3qvM6K6>





CONTACT SUPPORT

PHONE

(913) 954-4745

EMAIL

support@storedge.com

ACCESS CONTROL SUPPORT HOURS

MON – FRI

8AM – 8PM ET

SAT – SUN

9AM – 6PM ET

What is Access Control?

Access Control is currently available for storEDGE and SiteLink Customers.

<https://www.storable.com/products/access-control/>

Access Control Billing

storEDGE Customers:

billing@storedge.com

SiteLink Customers:

billing@sitelink.com

To add Cloud Access Control to storEdge email:

bdr@storable.com

Hardware Troubleshooting Guide

The PDK help site can help you with troubleshooting your hardware

<https://bit.ly/2YDb7r0>

Installation Guide

<https://info.storable.com/how-to-install-access-control-hardware>

storable.com





CONTACT SUPPORT

SITELINK MERCHANT SERVICES

PHONE

(919) 865-0789, opt 4, opt 1,

EMAIL

merchantsupport@sitelink.com

STORABLE PAYMENTS

PHONE

(512) 886-1840

EMAIL

merchantsupport@sitelink.com

SBOA MERCHANT SERVICES

PHONE

(321) 972-9838, extension 103

EMAIL

mitch@nuvocompany.com

SMS

PHONE

(321) 244-3031

EMAIL

support@selectmerchantsolutions.com

Storable Payments Help Center

<https://bit.ly/3n7ofxZ>





TENANT

BILLING, CLAIMS & CANCELLATIONS

EMAIL

info@propertyfirstgroup.com

SALES & CLIENT MANAGEMENT

PHONE

(888) 545-7627

EMAIL

insurance@storable.com

PROPERTY & CASUALTY

ALL NEEDS

PHONE

1 (888) 525-1760

EMAIL

Commercial@storable.com



ADDITIONAL SUPPORT

To speak to a sales representative about purchasing a new Storable product, please call (919) 865-0789 ext 1.

Adding a Facility

Fill out our Customer Setup Form to start the process. <https://bit.ly/3Cd45a1>

You will receive a quote for the added facility within 24-48 hours from our Billing team. Once you have reviewed and signed the quote, we will send your request to our Implementation Team, who will then collect any additional information needed in order to set up your account and schedule a launch date.

If you would like to clone the setup of an existing facility, please let us know at this time.

Your request will then be assigned to an Implementation Consultant to complete the process and provide a walkthrough of your new product.

Please reply to the email you received from our Implementation team if you have any questions throughout the process.

Pending availability, implementation is typically completed within two to four weeks after billing and settings information is received.

Selling a Facility

Submitting this form serves as written notice to cancel your Storable product(s). <https://www.storable.com/support/cancellations/>

We require 10 days advance notice to cancel any product prior to the next billing date.

Upon submission, you will be contacted by a Storrior within 24 hours.

API Support

SiteLink and storEDGE partner with many third-party vendors through our API. You can browse existing partners on our Partner Marketplace (<https://www.storable.com/products/software-integrations/>). To request access for a new third-party partner or for your own internal API key, please submit an API request here (<https://bit.ly/3okNCvQ>).

SiteLink and storEDGE both have a dedicated email API support for our integrators. To submit a support request, please contact:

SiteLink API Support:
apisupport@sitelink.com

storEDGE API Support:
apisupport@storedge.com

For support needs regarding commercial third-party integrations, please contact the third party directly. If additional support is required, please contact API Support for assistance.

Additional Resources

STORABLE FAQ PAGE

<https://www.storable.com/resources/help/>

HELPFUL WEBINARS & BLOGS

<https://www.storable.com/resources/learn/>

