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.
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

SiteLink Walkthrough
Thursdays from 12 to 1 PM CT
storable.com

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
CONTACT SUPPORT

PHONE
(888) 403-0665 ext. 2
EMAIL
support@storedge.com

SUPPORT HOURS

MON – FRI
8AM – 8PM ET
SAT – SUN
9AM – 6PM ET

Website Billing
billing@storedge.com

Website Help Center

Website Training Course
Need help with the basics?
https://bit.ly/3F6RFm7

storEDGE Walkthrough
Wednesdays from 1 to 2 PM CT
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@storeedge.com
SiteLink Customers: billing@sitelink.com

To add Cloud Access Control to storEdge email:
bdr@storeable.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
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.

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**Adding a Facility**

Fill out our Customer Setup Form to start the process. [https://bit.ly/3Cd45a1](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.

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**Selling a Facility**

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

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**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/](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](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.

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**Additional Resources**

**STORABLE FAQ PAGE**
[https://www.storable.com/resources/help/](https://www.storable.com/resources/help/)

**HELPFUL WEBINARS & BLOGS**
[https://www.storable.com/resources/learn/](https://www.storable.com/resources/learn/)