

## StarChapter has been around for years **helping chapters grow**

Reach out to our experienced Support Team and browse through StarChapter's self-help knowledgebase for easy-to-follow articles and video tutorials

### Self-Help Knowledgebase

**Get unlimited access to our self-help Knowledgebase** including user guides, documents, and video tutorials. Type in your question and get the answer you need in seconds. There are even step-by-step instructions to accomplish almost any task in your StarChapter system. Whether you're the program chair, president or treasurer, we have the video tutorials just for you.

### Phone Support

**StarChapter is always there to help you navigate through your system.** Contact StarChapter's Support Team during regular office hours or open a support ticket through the 24/7 live ticket administration system built into your StarChapter software.

### Development and Upgrades

We are always listening to our customers and implementing new features based on your needs and latest research. **We release new features on a frequent basis and as enhancements are released they are immediately integrated to your StarChapter system.** Follow us on social media and sign up to our monthly newsletter to stay tuned for the latest developments. We will also send you our monthly newsletter with the latest news and tips on how to best run your chapter.

### Dedicated StarChapter Specialist

Getting over the hurdle of setting up a new website, migrating all the content and data can be daunting. StarChapter lifts that burden off your shoulders. **We'll assign you with a Dedicated StarChapter Specialist,** an experienced guide to help setup your service, train you and your board, and coordinate the project for you from kick-off to launch.

### Ongoing Board Training

**Get unlimited access to our ongoing board training webinars** to help you get the most out of your StarChapter software. We offer a variety of training webinars such as Communications & Content, Meetings & Membership, and Treasury Training. You can also schedule a dedicated training when new members join the board.

### Security & Stability

**Data, information, privacy and PCI compliance** are all important aspects to consider when running a website. Our data center employs hacker-deterrent security provisioning, three redundant network architectures, and passes all SSAE-16 (formally SAS-70) requirements.