

Help Available To You

CIMcloud Onboarding



We're Here To Help

- **Brand New User?** – Are you brand new to CIMcloud? Start by logging into the CIMcloud platform and clicking on the ? Help Center icon, then click on “Welcome”.
- **Help Center** – You're here right now! Our online knowledge base / help center is fully searchable and loaded with articles that can help you set up and use the CIMcloud platform. Go to <https://help.cimcloud.com>.
- **Help Desk** – Our help desk is staffed with US-based CIMcloud team members that are ready to help. Just go to our customer self-service portal (we call it [Extranet](#)), log in, and submit a ticket to tell us what you need.
- **Customer Success Manager** – Not sure where to go or not having luck with the other options, you can reach out to a CIMcloud Customer Success Manager during normal business hours: M-F 8:00 AM to 5:00 PM EST. Just call 800-266-3579 or 864-272-4000 and ask for a Customer Success Manager.
- **CIM Professional Services (Professional Services)** – CIMcloud has a sister division that provides a full lineup of professional services to help you get live and thrive on the CIMcloud platform. They bill hourly for all services. Initial consultations are free. Just call 800-266-3579 or 864-272-4000 and ask for a Professional Services Client Partner.

