



Bonterra™

Getting Started with Salsa
Engage

Agenda

- 01 Bonterra Academy
- 02 How to Get Help
- 03 Salsa Engage Walkthrough
- 04 Q&A

Bonterra Academy

Bonterra Academy

- Targeted webinar recordings for many early tasks for a new user
- Foundational webinars on Getting Started with CRM and Engage
- **COMING SOON:** New trainings on Fundraising Forms and Sign-up Forms

<https://www.bonterratech.com/training/salsa-labs>



How to Get Help

Customer Support

Mon-Fri | 8am – 7pm ET

Help Center Documentation

- First place you should go with questions
- Located in the ? tab in your software under Documentation
- Search for any topic
- Library of guides, walkthroughs, and videos

Submit a Salsa Support Request

- Engage directly with the Customer Support team for any product-related questions and concerns
- Located under the ? tab in your software
- Customer Support team will reply during business hours within 2-3 hours

In-App Walkthroughs

- Great support for getting an understanding of step-by-step functionality
- Located in the ? tab under Help

Bonterra Support Channel

- Great for billing, account management, and sales questions
- <https://bonterratech.com/support>
- Submit the form and Customer Support will route your question to the correct team

Salsa Engage Walkthrough

Questions?

Bonterra

Thank you!

Once you leave the Zoom session,
please consider providing
feedback in the pop-up survey.
We greatly appreciate it!

Bonterra