

# Start Here!

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## Welcome to ServiceMinder

We're excited to have you on board! This is your central hub for learning how to get the most out of ServiceMinder. From guided videos to detailed walkthroughs, this knowledge base is designed to help you explore features, streamline your workflow, and build confidence using the platform.

Whether you're just getting started or looking to dive deeper into specific tools, you'll find helpful tips and best practices throughout.

## About Us

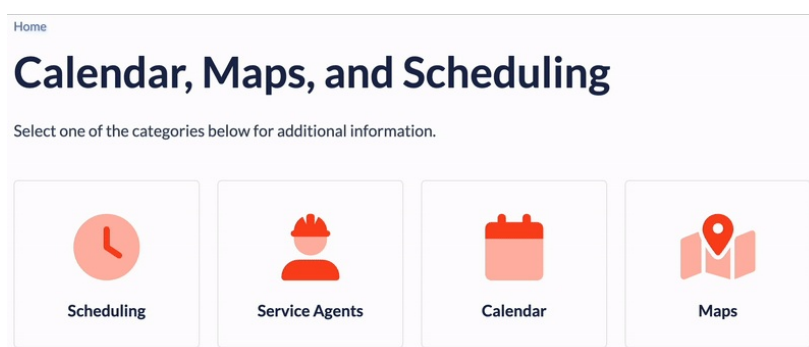
ServiceMinder is a powerful, all-in-one platform built for service-based businesses. Accessible via both web and mobile, it helps you manage operations, schedule appointments, process payments, and uncover valuable insights to grow your business.

For over 12 years, we've been evolving ServiceMinder with continuous improvements based on real-world franchise needs. We know that every business has its own unique processes, so we've designed our platform to be flexible, while still offering structure to help teams succeed.

While you're free to customize your workflow, we'll guide you with proven tips, shortcuts, and strategies to help you get the most value from the system.

## Navigate the Knowledge Base

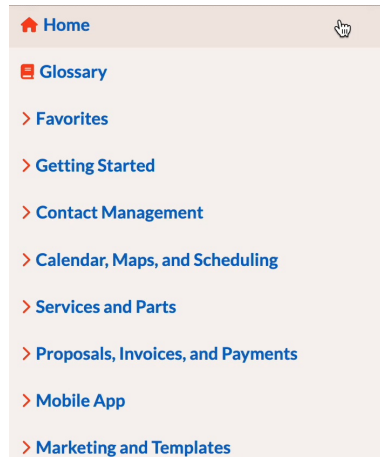
The Help section is divided into learning modules with sub-categories.



If you are looking for information, you can use the search bar at the top of the page - just type in a keyword and see what comes up!



Or use the home page side navigation panel (it opens if you click the menu icon). ☰



You can add your most read pages to your **Favorites** section so it is easy to find whenever you need to reference information. Click the star icon next to the title of the article. Then, a new Favorites section will display in your side navigation panel.

## Navigation



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## Video Tutorials

As you read through various articles, some will have video tutorials associated with them. To get started, here are the basic learning videos to give you an understanding of what the tool can do!

## Getting Started

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