

# Support and Maintenance

04/30/2025 5:08 pm CDT

## Overview

We provide free, unlimited email support. Just send us your question to [support@serviceminder.com](mailto:support@serviceminder.com). You can also click on the **Got A Question?** tab and type in a summary and question that way also.

Depending on your account, the **Got A Question?** form may submit a ticket to your brand or reseller.

*The serviceminder client success team is ready to help you! If you are having trouble or have a question, please include as much detail as possible. Note: There is no such thing as "too much information" when it comes to a trouble ticket!*

For example, when experiencing a problem, give us the following detail:

- What you were attempting to do (schedule, create a proposal, create an invoice, edit something, etc.)
- What happened/what went "wrong"
- What you expected to happen
- Contact name, proposal or invoice number, etc
- What device you are on (PC, Mac, iPhone, Android)
- Web or Mobile App version
- Screenshots (note that can't be added via the got a question, they have to reply to the ticket opened notice/email to then send attachments)

For Mobile app-specific issues:

- What device are you using?
- What version of the operating system are you using (iOS or Android)?
- What version of our app are you running (To find, go to the hamburger menu in the upper right corner of the app, then choose about)?
- When did you first begin to experience this problem?

Our standard support hours are 8am to 6pm Monday through Friday Central Time. Our support mailbox is monitored after hours for any emergency or critical issues. The entire platform is monitored and alerts on call personnel 24x7 for any operational issues.

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## Maintenance

serviceminder is available 24/7, 365 days a year, always ready to help you run your business. We do occasionally need to make the system unavailable for maintenance and system updates. Our regularly scheduled maintenance window is Sunday evenings between 6pm and 10pm (Central US). The system may be intermittently available during this window. If we deploy a new version or maintenance release, we do those at 6pm as well as publish the release notes.

Curious about what changed during a release? You'll see the most recent release notes when you log in. You can check out all of the past release notes by going to **Help!** and clicking on the Service Bulletins tab.

We have an incident status page that you can access at anytime. This status page is where we open an incident report when we're investigating general issues or when there's widespread performance or connectivity issues. Just visit [status.serviceminder.com](https://status.serviceminder.com). You can also subscribe to updates here to be notified of any incidents in real time.

## Data Recovery

serviceminder is continually backed up. We are able to recover data to any point in time over the previous 4 weeks. If you experience data loss due to an action you performed in serviceminder.com (i.e., not related to bug or system issue), we may be able to recover the data for you. The fee for this service is \$250/incident.

## Supported Platforms/Browsers

For best results, we recommend using the latest version of modern browsers when using serviceminder.com. This includes Chrome, Firefox and Safari. We support the most recent major version and the previous major version.

Our native iOS and Android app have similar requirements. We support the current and previous major versions of both platforms. The most important reason to always be running on the latest version of these platforms is to stay current with security updates. Older devices that don't receive security updates are vulnerable. If you have a device that can not be updated to the most recent version of iOS or Android, you should consider updating to a newer device.

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## US Customers and 1099 Forms

If you are a US customer and pay us directly and need a W9, you may download ours at the link below:

[Acuere Software LLC W9](#)

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## Security

serviceminder is fully PCI compliant. PCI compliance is mandated by the credit card industry. You can learn more about the standards by visiting [pcisecuritystandards.org](https://pcisecuritystandards.org)

Among the procedures mandated by PCI, serviceminder:

- Does not store credit card numbers. These are stored on your gateway. We only store a unique token.
  - Undergoes regular security scans by third parties. You can review our PCI status at any time by visiting [Help > About](#).
  - Requires use of modern browsers and the latest encryption standards for secure web connections (HTTPS).
  - Requires passwords of sufficient complexity and regular password changes.
  - Does not sell your data or market to any of your customers. As part of a franchise system, your data is most likely owned by your brand.
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