

# Client Training & Support

Learn more about your many options for client training and support with Dude Solutions



- > **Dude Solutions Help Site:** Our online Help Site is your one-stop shop for on-demand best practices for all Dude Solutions products. Our comprehensive library of written and video resources is a client favorite and guaranteed to keep your Dude Solutions knowledge sharp! We have a dedicated team updating the site daily to keep you in the know when you're on the go.
  - **How do you get to the Help Site?** Visit us 24/7 at [help.dudesolutions.com](https://help.dudesolutions.com).
- > **Virtual Classroom Training (VCT):** Our virtual classroom trainings are designed to provide you with an interactive learning experience with like-minded individuals using Dude Solutions software on a daily basis. Our trainers take pride in providing a world-class training experience, one that encourages interaction and hands-on activities in our products. Our training classes run daily and cover a wide range of product functionality.
  - **How do you sign up for a VCT?** Visit the [Help Site](#), choose your vertical and product, and you'll see a button to sign up!
- > **Legendary Support:** Have a question? Need some help? Every time you call Dude Solutions, a human will answer the phone in 3 rings. We answer 85% of emails within the hour, and there are always Dudes waiting for your chat to pop up on their screen.

**How do you get in touch with support?**

  - Email us at [support@dudesolutions.com](mailto:support@dudesolutions.com)
  - Call us at 877.655.3833
  - Chat with us in-product
- > **On-Site Consulting:** Consulting is used to conduct business process reviews, advanced configuration, account optimization, data conversions, user training and launch support to get you up and running even faster. On-site consulting is a minimum two-day requirement, but typically delivered in four-day increments to help clients maximize the value of their investment.
  - **How do you get on-site consulting?** Contact your sales representative!
- > **Virtual Consulting:** Virtual consulting is delivered in half- or full-day increments and can be used for data conversion, advanced configurations or user training. Virtual trainings are conducted via video conferencing to be flexible to your team's needs and locations. We will work with you to cover the things that are top of mind for you and your organization!
  - **How do you get virtual consulting?** Contact your sales representative!