



# AUGUST 2019 LONE WOLF COMMUNITY FAQ

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### 1. What's new about the Community?

We've redesigned the Lone Wolf Community based on best practices for online support and feedback from our customers to give you everything you need for self-service help with Lone Wolf products.

Key changes in the new Community include an improved search functionality, peer-to-peer discussions and groups, and public access to view discussion threads and knowledge resources.

### 2. How do I register for the Community?

You can register for the Community at this link: <https://lwolf.force.com/s/login/SelfRegister>

### 3. Will my account for the previous Community work here?

Yes. If you had an authenticated account in the previous Community, you can use the same login information in the new Community.

### 4. Does it have any features from the previous Community?

It does! Many of the features from the previous Community have also been included in the new Community, including downloads, video tutorials, and the Idea Portal.

### 5. Do I have other options for support, too?

Absolutely! The Community is here to complement our existing support channels—live chat, phone, and email—not to replace them. It gives Lone Wolf customers yet another avenue for support, one that enables them to find the answers they're looking for, talk about their product with other users, and stay up to date on everything Lone Wolf—24/7.

We encourage you to continue to engage with Support in the manner you most prefer, whether that's over the phone (1.866.CRY.WOLF), email ([support@lwolf.com](mailto:support@lwolf.com)) or live chat.



## **6. Can I ask questions in the Community?**

Yes. Logged-in users will be able to ask questions in the Community using the new discussion groups feature.

To ask a question in the Community, click the Ask the Community button at the bottom of the page. This will take you to the thread creation page, where you can ask your question and add details for other users to respond to. This feature is only available for users who are logged in.

You can also ask a question in the search bar to reference the Community database, or create a case to ask our Support team a question about your product.

## **7. What if I want to email Lone Wolf a question?**

Within the Community, we've included a couple of ways for you to reach out to us—whichever is better for you. You can send us an email using the Ask Lone Wolf button at the bottom of the home page, you can use the Chat button to use our live chat feature, or you can continue to ask us questions using the Support Request Form in brokerWOLF.

## **8. Who can contribute to discussions?**

Discussions will be open for contributions from any logged-in users. Lone Wolf employees will also be able to contribute to discussions.

## **9. What's the difference between a logged-in user and a guest user?**

Anyone with a user login is considered a logged-in user, and will have full access to all features in the Community. Guest users, or users who don't have logins, will have access to most of the Community's features, but won't be able to do things like contribute to discussions.



## **10. How can I search for answers?**

To search for articles and resources, just click the Search bar at the top of the page and enter your search terms. This will comb the Community for articles, related discussion threads, and related cases that you previously opened that may help with your search.

You can also read through answers by product using the buttons on the home page. Just click the button of your choice to see all articles and discussions related to that product.

You can also ask questions by Asking the Community!

The full sitemap for all help topics can be found under Product Help > More Topics.

## **11. Can I still access the previous Community?**

No. The new Community replaces the previous Community.

## **12. Can I track discussions related to a specific topic?**

Yes! Pick a product support button, find the topic you'd like to follow, and press Follow. There is a drop-down button next to the Follow button where you can select Email Me, so you will get an email whenever there is an update to that topic.

## **13. Can TransactionDesk and Authentisign users make payments through the Community?**

No. Authentisign and TransactionDesk users will continue to make payments by logging into their Authentisign and TransactionDesk accounts.

## **14. Can I see a history of all my activities in the Community?**

Yes, you can see a history of all of your activities in the Community under your username at the top-right of the screen. Simply click the arrow and then click My Profile.



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### **15. Can I provide feedback about the Community?**

Yes, please do! There is a discussion group called Community Ideas. We encourage you to share all of your feedback—we plan to expand this portal over time, and your experience is critical to its evolution.