

Submit a Support Request

Use the Cornerstone Support Portal to report a problem or ask a question about Cornerstone Membership Suite or Cornerstone Connect. A request takes about three minutes to submit and is routed to the support team automatically.

Applies to: Cornerstone Membership Suite 6.0 and later; Cornerstone Connect (all versions)

Before You Begin

- Check the obvious causes first: cables, power, network connection, and whether the problem happens on more than one computer. Many “the program won’t start” calls are a disconnected cable or a workstation that went to sleep.
- Search the knowledge base for the error message. If an article resolves the problem, you don’t need a request.
- Have ready: your **site number** (**Help > About** in the suite, or the top-left in Connect), the exact error text, and the steps that produce the problem.
- You need a Support Portal account. If you don’t have one, your Cornerstone administrator can add you under **Config > Support** users.

Submit the Request

1. Sign in to the Cornerstone Support Portal with your portal username and password.
2. Select **Requests > New request**.
3. Enter your **Site number** and select **Search**. Your organization’s name appears.
4. Select **Create request** next to your organization.
Note: If a message says your organization has no hardware maintenance plan, select **OK**. Software support requests are not affected.
5. Complete the request form. The values in the table below route the request correctly. A field marked with an asterisk in the form is required.

Field	What to enter
Type	Support request
Product	The product with the problem: Membership Suite or Connect
Priority	1 (highest) to 5 (lowest). See Priority Guidelines .
Category	Software support
Subcategory	Problem, Question, or Enhancement request

Field	What to enter
Short description	One line: what is wrong and where. Example: Giving Statement prints negative pledge balance
Details (optional)	Steps to reproduce, exact error text, when it started, how many users are affected
Attachment (optional)	A screenshot of the error or the report page

6. Select **Save**.
7. If the **Contact tracking** prompt asks whether you have already contacted support, select **No**.
8. If the **Enter time** prompt appears, select **Cancel**. Time entry is for support staff only.

Verify: A confirmation with a request number (for example, SR-48213) appears, and you receive an email with the same number. Keep the number. Support uses it in every reply.

Priority Guidelines

Follow these guidelines when assigning a priority for your request. Support may adjust the priority after reviewing the request.

Priority	Use when	Typical first response
1	No one can sign in, or data is being lost	1 business hour
2	A module or report is unusable and there is no workaround	4 business hours
3	A feature is wrong but a workaround exists	1 business day
4	Cosmetic problem or minor inconvenience	3 business days
5	Question or enhancement request	5 business days

WhaHappens Next

The request is routed to the support queue for the product you selected. You receive an email when a support engineer is assigned and each time the status changes. To add information or check status, open **Requests > My requests** in the portal, select the request, and add a comment. Replying to the notification email also adds a comment to the request.