Using the EBSCO Support Site

The EBSCO Support Site is available for assistance with services provided by EBSCO such as EBSCOhost research databases, EBSCO A to Z, and EBSCONET. EBSCO’s Support Site offers an extensive knowledge base of FAQs, Help Sheets, and User Guides to help you with your research questions.

Searching the Knowledge Base:

To conduct a general search of the Knowledge Base, simply enter your search term in the field labeled Search for FAQs, User Guides, & More. You can also select the service you are using from a drop down list above the search field.

For a more detailed search, click on the Advanced Search link found under the find field.

From the Advanced Search page, you can select the type of document you are looking for (example: FAQ, User Guide or Help Sheet) as well as the Interface you are using, or a specific EBSCO database.
Using the global search feature:

You can also use the global search feature to search the entire Knowledge Base. To perform a wide search of Knowledge Base content, enter your search terms in the box titled **Search This Site** at the top right-hand corner of the screen, then click **Go**.

The Training page:

From our **Training Page**, you can browse **Online Tutorials**, **Trainer Guides**, **User Guides**, and **Help Sheets** as well as other helpful documents. The **Online Tutorials** page features dozens of animated Flash tutorials on using the **EBSCOhost** databases as well as step-by-step PowerPoint versions of those tutorials.

If you wish to sign up for complimentary online training, simply click the **Sign Up For Training** link and answer a few simple questions. Within two business days, you will receive an email invitation with instructions for your online training.
The Support News page:

From our Support News page, you can browse our Top Stories and Customer Communications regarding release information and the latest news about EBSCOhost.

You can also access our Podcasts and join our mailing list.

The Customer Success page:

The Customer Success page has links to several useful tools to help you maximize your EBSCOhost resources. Read success stories from customers on topics such as promoting library resources and technology integration.

You can also access Marketing Tools to help promote your resources, like flyers, bookmarks and posters as well as logos and buttons you can use for your EBSCOhost links.
The Contact Us page:

If you need further assistance and would like to contact EBSCO, you will find the necessary information on the Contact Us page. From here you can send an email by clicking on Contact Customer Support or call directly with the appropriate supplied phone number.

You can also Request Printed Materials from the Contact Us page, including posters, bookmarks, and magnets.