

The Gold Standard in Customer Support

Icon Systems has a wealth of support for our products. From our friendly, knowledgeable support team with quick turnaround times, to our detailed support forum and videos, Icon Systems' customer support sets the industry standard.

"I've been impressed with the best customer service in a product I've seen in my lifetime, along with their genuine care and desire to help congregations to be the best they can be on the business side of things." - Senior Pastor

Michael Jacobson

Setting you up for success

Our team can help with setting up your system in several ways, depending on what's right for your church.

We'll take on the hard work, so you don't have to!

1. **Accounting Setup Services** - Hire our staff to set up your chart of accounts, vendor list, beginning balances and more! Send us the information from your previous system, or work with an account specialist to build your accounting and we'll do all the data entry for you.
2. **Importing your data** - Send us your data formatted to the membership templates we'll provide and our development team can convert your membership and donation data for a reasonable fee, into IconCMO so it's ready for you to start working with.

IconCMO features and usability ratings that predict user satisfaction



Ease of Use
Average: 7.9



Has the product
been a good partner
in doing business?
Average: 8.5



Ease of Admin
Average: 7.8



Quality of Support
Average: 8.5

Source: G2.com



Self-Guided

3. If you're more budget-savvy or prefer to take the reins, you don't have to do it alone. Our support team is here to guide you through the entire setup.
 - a. **API** - If you're tech-savvy and interested in using our **free** API to get your system setup, our development team is ready and willing to help with any questions.
 - b. **Support Team** - Our knowledgeable support team can help you with any questions you have in regards to the software or setting up your account, whether the questions are general or specific. Our team is available to take your call or answer emails during our office hours. There are no automated menus, or escalations that you'll have to go through, our team is answering your calls directly.
 - c. **Onboarding Calls** - We recommend to all of our new users to schedule some onboarding calls with an onboarding specialist. Typically we recommend 15-30 minute calls to walk you through the first steps of a specific module, so that you can get the hang of using the system with the guidance of one of our experts!
 - d. **Webinar sessions** - We offer free and unlimited training which is a great way to get an overview of the system or dig deep into a specific module while being able to ask your questions along the way.
 - e. **Guides** - We have detailed getting started guides on the different modules of the system. These are printable PDFs with screenshots and step-by-step instructions to get you started on the right foot.
 - f. **Videos** - To go hand-in-hand with the getting started guides, we have many how-to videos that walk you through setting up the different modules in the system.

“Icon is amazing at supporting me! I send a question and always get a quick answer, along with screenshots to show me exactly what to do.

Thank you so much!” - Jane S,



Continuing to support your ministry

1. **Support Forum** - Every screen in your database has a help button linked directly to the support forum page all about that screen. Many times a short video tutorial is included with the documentation. You can also search for specific topics using keywords or phrases.
 - a. **Questions** - The support forum is a knowledge base, thus is also a forum where you can ask questions to be answered by Icon Systems or other Icon users.
 - b. **Suggestions** - If there are features you'd like to see included in future updates, we encourage our users to add them to the support forum, where we can update you directly on the status of your request!
2. **Phone Support** - With no automated answering system, or receptionists to route your calls, you'll get a knowledgeable customer support representative every time!
3. **Email Support** - There are no ticket or case numbers when you email which means a quick turnaround time for responses.
4. **Webinar training** - All IconCMO users have free and unlimited access to webinar training sessions.
5. **Guides** - Our getting started guides are great resources to refer back to while working in the database, we also have several guides beyond the 'getting started' phase.
6. **Social Media Channels** - Our social media platforms are updated with tidbits of knowledge, including a Tips and Tricks video series that details specific processes.
7. **Backups** - We keep nightly backups of your system, so that if anything goes awry, we can restore your database. Users also have the ability to make their own backups. This is very useful when testing processes, since you are able to restore your database back to that save point.
8. **Newsletters** - Our quarterly newsletter is sent to all users detailing any updates or new processes and keeping you in the loop with the happenings at Icon Systems.
9. **Announcements** - On the homepage of your database, there is an announcements section, where we keep you updated on the newest changes!
10. **Blog** - Icon Systems has a blog full of useful knowledge not only about our software, but general information useful to churches and nonprofits!
11. **YouTube channel** - All of our software help videos can be found on our YouTube channel along with other instructional videos.
12. **Resources Page** - We have a dedicated resource page on our website with links to our eBooks, instructional videos, and other helpful webpages.



13. In person training - If you prefer in person training versus phone, email and webinar training, we do offer this as well. In person training is a paid service.

14. Accounting Services - If you'd like to outsource your bookkeeping or you need help cleaning up a mess in your accounting, we offer paid accounting services. Our friendly, professional bookkeepers are here to help with any of the following:

- a. Cleanup services
- b. Reconciling services
- c. Monthly bookkeeping
- d. Payroll services

"Their support people are very knowledgeable, and consistently prompt with answers to questions". - Carol P, Office Manager

IconCMO User Ratings



Ease of Use

Church Management
Average: 8.0



Quality of Support

Church Management
Average: 8.4



Ease of Setup

Church Management
Average: 7.6

Source: G2.com

