



SUPPORT INFORMATION

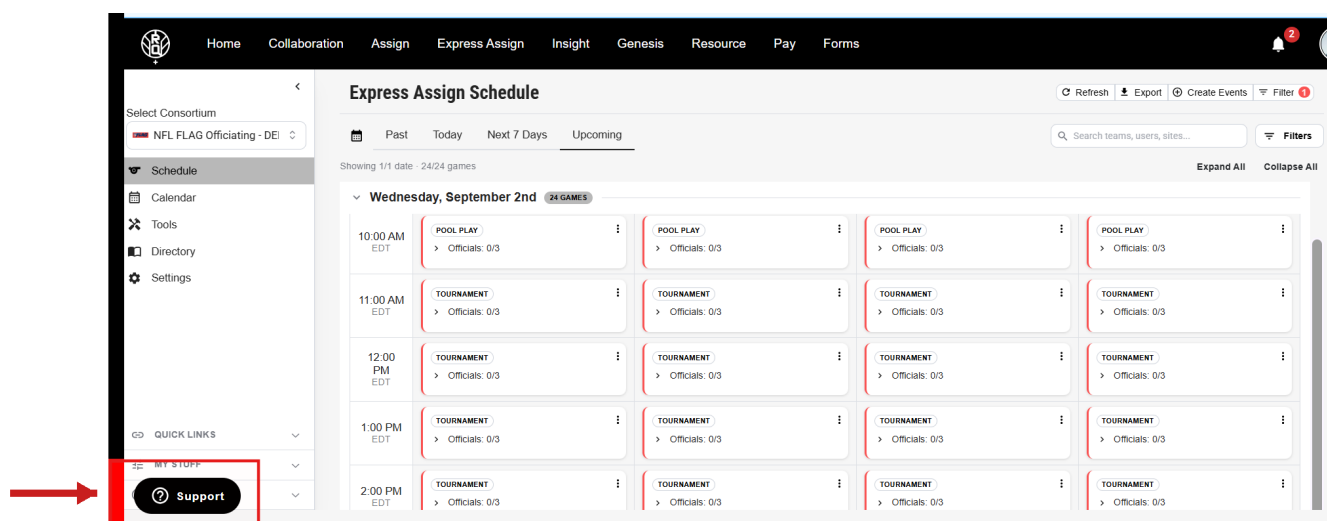
OFFICIALS
AND
LEAGUE
OPERATORS

This guide covers where officials and league operators can find help in RQ+ — from self-service FAQs to direct contact information and escalation support.

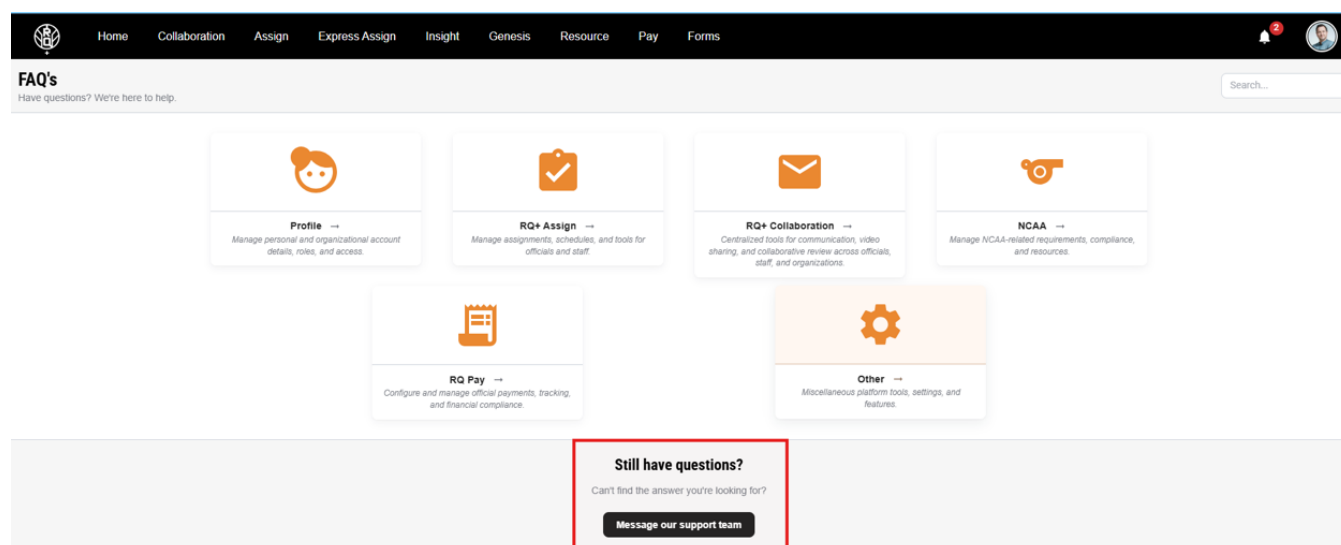
Contacting Support

There are two main "first lines of support" available: the Support button and FAQs.

1. Click the **Support** button in the bottom-left corner of any page.



2. You'll be taken to our FAQs. Click your topic for the most frequently asked questions.



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3. If the FAQs don't resolve the issue, click "**Message our Support Team**" to open a support form.

Contact Support

Have a question? Send us a message and our support team will get back to you.



Please fill out the form and we'll get back to you as soon as possible.

First Name

Last Name

Email*

Subject*
e.g "login", "pay", "calendar blocks", "background check", "registration", etc

How can we help you?*
Describe your question regarding the above subject

If applicable, include any attachments below
 No file chosen

Direct Contact

Our support team is well-equipped to assist both league operators and officials, and prides itself on quick responses and resolutions.

1. **Email:** support@refquest.com
2. **Support Help Number:** (317) 527-4748

Escalation & Account Executives

1. Unresolved tickets, while rare, are escalated through our Support team until resolution is obtained. Internal ownership of tickets depends on the nature of the issue and is routed within the RQ+ Support network for the swiftest resolution.
2. League Operators are assigned a dedicated **Account Executive** — an additional resource for issues that rise to "unresolved" or "escalating" status.



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