



Your Journey with VUE Regular Support Begins Now

WELCOME TO VUE!

We're thrilled to have you on board. Whether you're new to the platform or seeking to maximize its capabilities, we're here to support you every step of the way.



Here are the best ways to get assistance with any questions or concerns about utilizing VUE to its full potential:

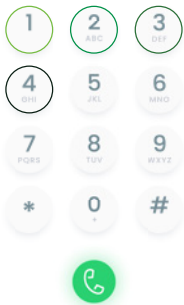
- 1 Help Center:** Click the "?" icon at the top of the screen to access VUE's knowledge base directly within the platform. Our knowledge base is regularly updated with the latest information and features of VUE modules.
You can also visit our help center directly by following this [link](#).



- 2 Live Chat:** If you don't find the information you need in the help center, our support team offers live chat to better assist you with your situation.
Click the chat icon in the bottom right section of your screen. Follow the prompts to begin interacting with our trained staff. This service is available during the following hours: **Monday to Friday, 10 AM to 5 PM EST.**



- 3 Phone Support:** If you can't find the answers you're looking for in the help center, don't hesitate to call our support team at 1-800-227-8187. **When prompted, select the appropriate option:**



- First Press 1 for VUE!**
- Press 1** for Accounting and Payroll
- Press 2** for Parts and Service
- Press 3** for Sales, F&I, and Forms
- Press 4** for Hardware

- 4 Email Support:** Reach out to our support team via email at the following addresses:

Accounting & Payroll:
dms_ap@dominiondms.com

Parts & Service:
dms_ps@dominiondms.com

Sales & F&I/Forms:
dms_sl@dominiondms.com



If we are unable to resolve your query immediately, please be assured that we will create a service ticket and provide you with a reference number for tracking purposes. Our aim is to address and escalate tickets within 24 hours, depending on the complexity of the issue.

Thank you for choosing VUE. We are committed to providing you with omni-channel customer support and look forward to helping you succeed on your journey.

