

DrawBridge Support

Thank you for being a DrawBridge user! You will find many answers to common questions in this library, but if you need further help we'll be glad to give you personal assistance.

Identify your DrawBridge Vendor

1. Compass Foundation

Compass Foundation serves many customers directly. If you bought your DrawBridge or your filtering services from Compass, contact the Compass Support Center.

- Email: support@compassfoundation.io
- Phone: USA -- 856-974-5335 / CA -- 519-609-6130 (Hours: 8AM-5PM EST)

2. DrawBridge Reseller

Compass Foundation also partners with a variety of IT Vendors and MSPs who sell and support DrawBridge filtering.

- If you purchased a DrawBridge or filtering services through another vendor, contact their support center. CF technicians cannot provide support directly to Reseller customers.

For Faster Solutions, Send More Details

- A DrawBridge technician can help you find solutions quickly if you are specific with your questions or reports of trouble. Helpful items that make a BIG difference:
 - Your DrawBridge account details (name, address, email address & phone numbers)
 - Screenshots of error messages or unexpected behavior on your computer
 - Links to webpages that do not work as expected, or do not seem filtered.
 - Screen recordings that show the series of steps that are causing the problem.

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