

# Contacts & Resources Guide

## Ynet & Vownet



### Resources & Guides (Downloadable)

'How to' instructions, user guides and manuals.

- Ynet & Vownet Page in [YBR Professional Salestrekker Library](#)
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- Ynet & Vownet Page in [VOW Professional Salestrekker Library](#)
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### Recorded Webinars (Videos)

Recordings of past webinars related to Ynet and Vownet (E.g. 'Your Questions Answered')

- Ynet & Vownet Page in [YBR Professional](#)

- Ynet & Vownet Page in [VOW Professional](#)

### Online Training (eLearning)

Online training courses (e.g., 'Ynet/Vownet Foundations', 'Client Portal', 'Workflows' etc.)

- Ynet & Vownet Page in [YBR Professional](#)

- Ynet & Vownet Page in [VOW Professional](#)

### Third Party Account Setup (Access Requests)

Requesting logins/access for configuration of AOL, Equifax etc.

- YBR Onboarding (instructions provided with logins)
- [Support@salestrekker.com](mailto:Support@salestrekker.com)

- VOW Onboarding (instructions provided with logins)
- [Support@salestrekker.com](mailto:Support@salestrekker.com)

### Setting Up Two Factor Authentication (2FA)

How to set up Two (2) Factor Authentication (2FA).

- [2FA Instructional Video Salestrekker Article](#)
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- [2FA Instructional Video Salestrekker Article](#)
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### Troubleshooting Two Factor Authentication (2FA)

Issues with the Authenticator App or issues with Salestrekker authenticating etc.

- [Salestrekker Troubleshooting Articles Support@salestrekker.com](#)
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- [Salestrekker Troubleshooting Articles Support@salestrekker.com](#)
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### General Enquiries & Support (Live Deals)

General enquiries or assistance with live deals.

- Chat Feature within Ynet
- [support@salestrekker.com](mailto:support@salestrekker.com)
- State Manager/BDM

- Chat Feature within Vownet
- [support@salestrekker.com](mailto:support@salestrekker.com)
- State Manager/BDM

### Further Training (Bookings Required)

To enquire about making a booking for further Ynet/Vownet training.

- [ybr@ybr.com.au](mailto:ybr@ybr.com.au)
- State Manager/BDM

- [vownet@vow.com.au](mailto:vownet@vow.com.au)
- State Manager/BDM

### Leads Provided by Head Office (Enquiries/Technical Support)

Questions and support requests with the lead management system should be directed to your State Support Team in the first instance. For technical enquiries or issues/support this should be directed to the IT Service Team.

- YBR State Manager/BDM
- [ITService@ybr.com.au](mailto:ITService@ybr.com.au)

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