



Onsite Support Design Guide

Preparing You For Your Design Meeting

Helping brands reduce returns, avoid bad reviews,
and increase customer loyalty with exceptional customer support.

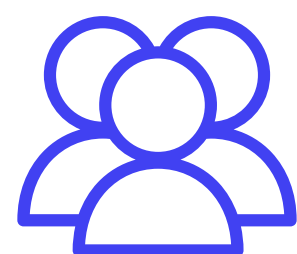
www.onsitesupport.io

Introduction

Welcome aboard Onsite Support! With your site now soaring into the Amazon realm, it's time to dive into the design and content upload extravaganza!



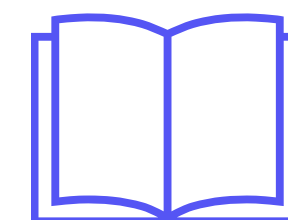
Design Meeting



Could you please sign up for a design meeting with one of our designers? We're excited to kick off your project!

[Schedule a Meeting](#)

What's The Perk Of Having This Design Guide?



This document lays out everything you need before your design meeting, so you can spend less time on content uploads and more time brainstorming and shaping your Onsite Support page just the way you want it!

Prep Ahead: Upload Your Content Before Your Design Meeting

Here's the scoop: below is what our design team needs to kickstart and wrap up your Onsite Support page. Get this done before your meeting, so you can focus on the fun stuff—presentation, layout, and functionality!

 Logo(S)

 Website URL

 Amazon Storefront URL

 Product Photos & Lifestyle Images

 FAQs


 Product Manuals

 How To Videos

 Other Content

 Google Drive Link

Your onboarding specialist should have hooked you up with a link to a Google shared drive. That's where we need you to drop all your support-related content and logos.

 If you have not received this link please email kwilson@threecolts.com

Template Takeover: Pick Your Power Look!

[View Showcase Website](#)

We've got 6 supercharged templates ready to roll! Each one's like a blank canvas—ready for your unique touch of flair, style, and pizzazz. Check 'em out before our design pow-wow and give us the lowdown on what rocks your socks and what doesn't!

Standard Banner

[View Template](#)

Large Banner

[View Template](#)

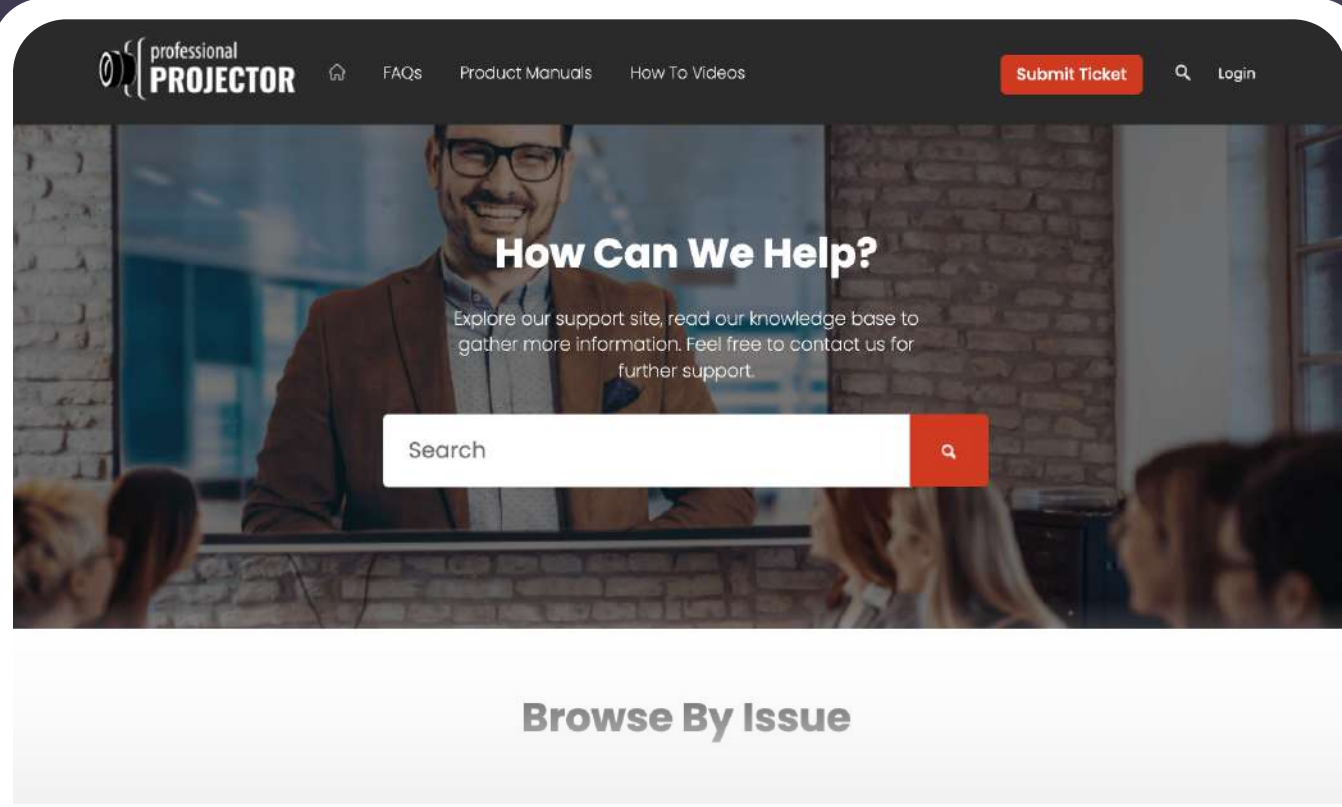
Large Banner With Product

[View Template](#)

Template Takeover: Pick Your Power Look! (Pg 2)

[View Showcase Website](#)

Spot a style you love? We're all about mix and match! You can blend any layout or design element from our templates to create your own custom look. Dive into the templates and content layouts, then chat it up with your designer during your meeting.



professional PROJECTOR | FAQs | Product Manuals | How To Videos | [Submit Ticket](#) | Login

How Can We Help?

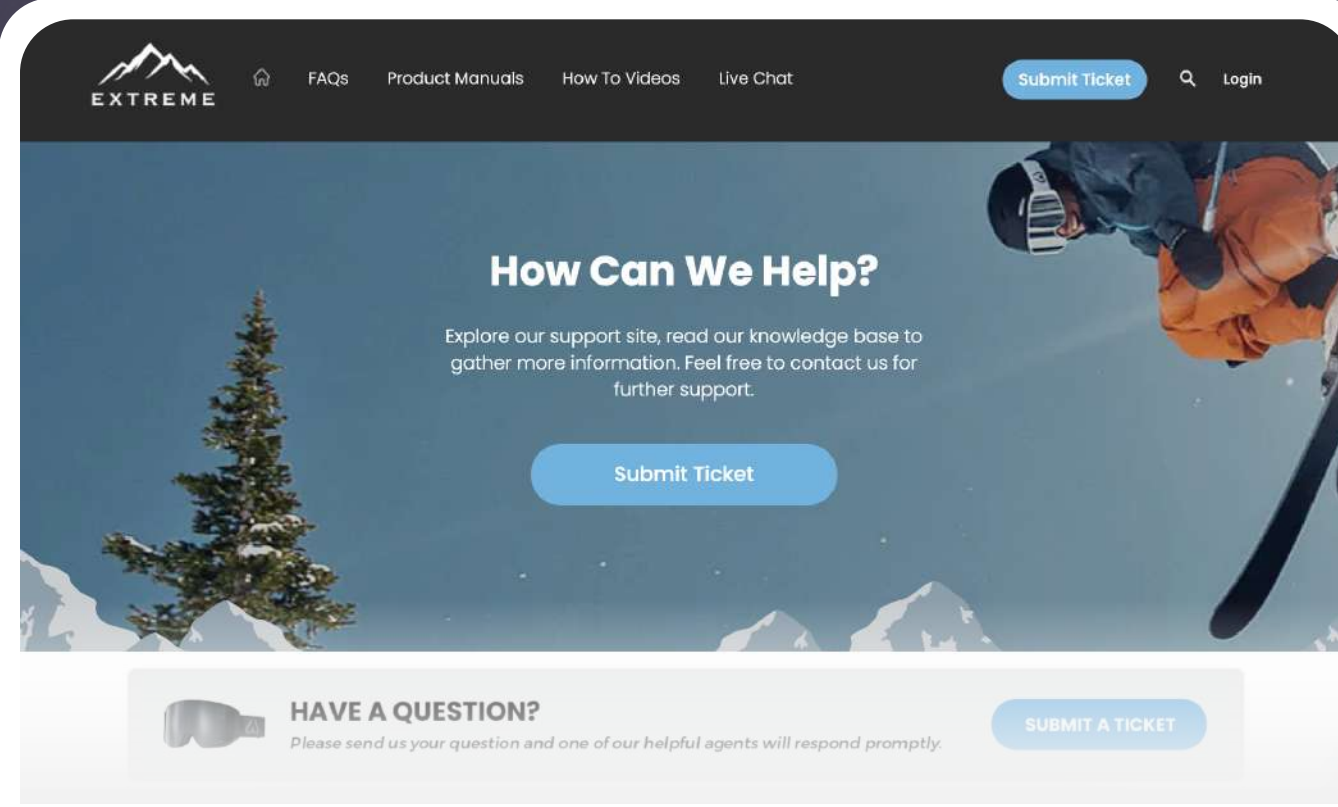
Explore our support site, read our knowledge base to gather more information. Feel free to contact us for further support.

[Submit Ticket](#)

Browse By Issue

Large Banner Search

[View Template](#)



EXTREME | FAQs | Product Manuals | How To Videos | Live Chat | [Submit Ticket](#) | Login

How Can We Help?

Explore our support site, read our knowledge base to gather more information. Feel free to contact us for further support.

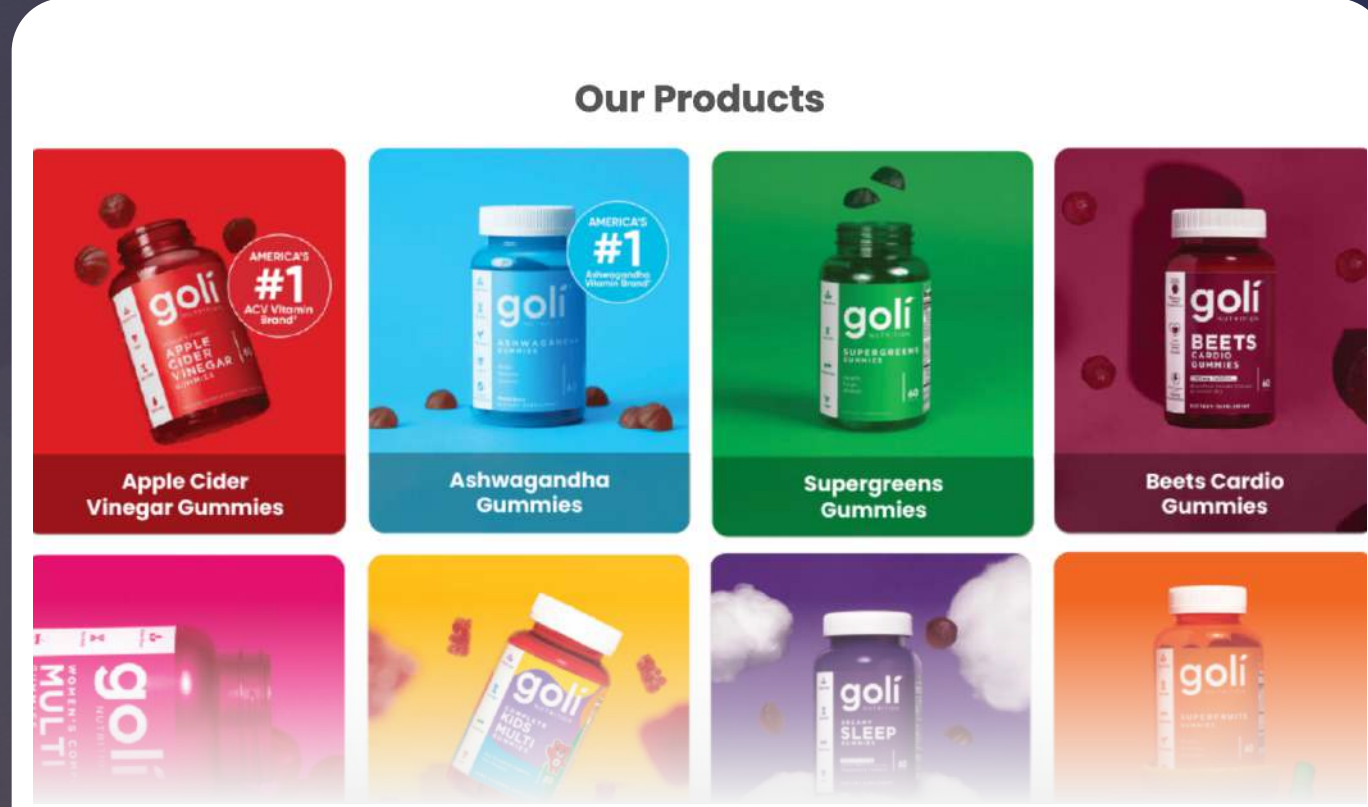
[Submit Ticket](#)

HAVE A QUESTION?
Please send us your question and one of our helpful agents will respond promptly.

[SUBMIT A TICKET](#)

Sticky Navigation

[View Template](#)



Our Products

- Apple Cider Vinegar Gummies
- Ashwagandha Gummies
- Supergreens Gummies
- Beets Cardio Gummies
- goli MULTI
- goli AID
- goli SLEEP
- goli

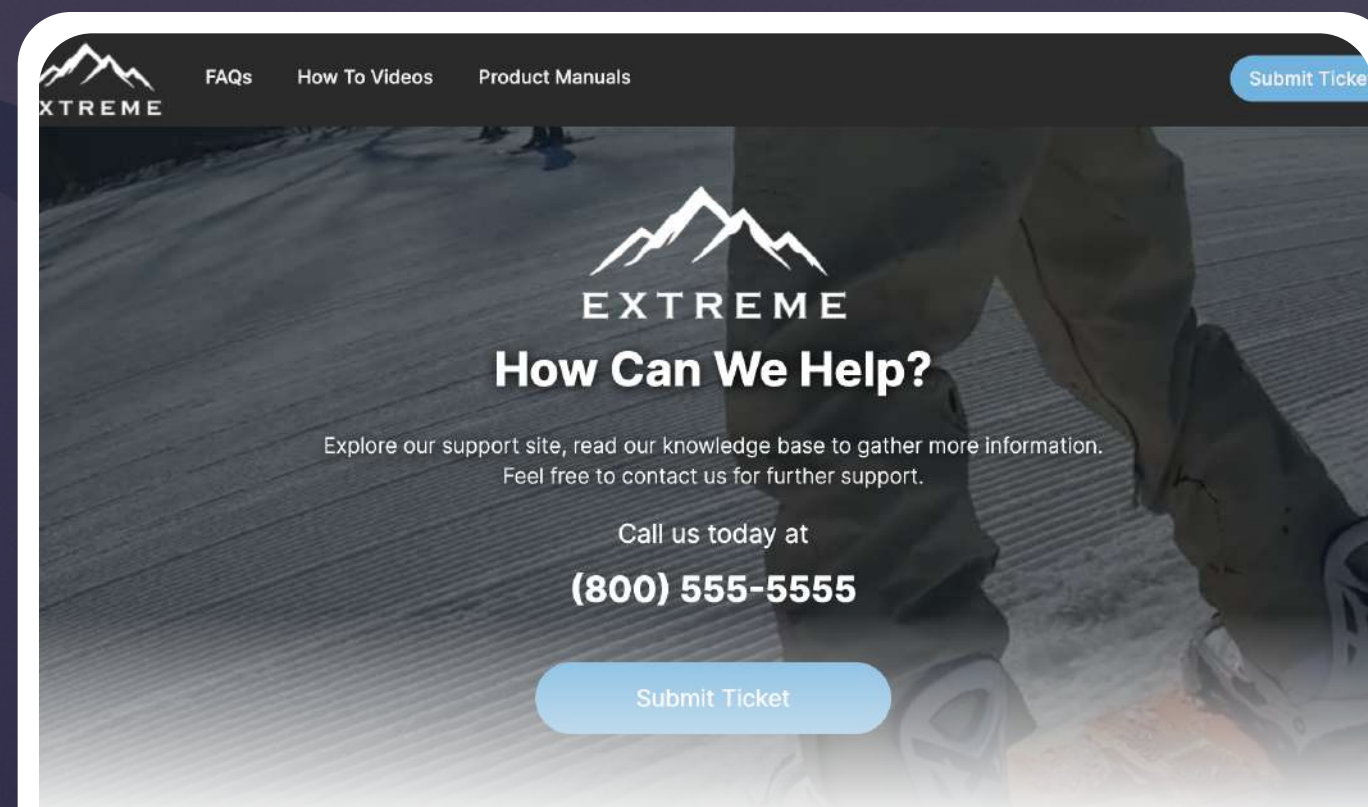
Product List

[View Template](#)

Template Takeover: Pick Your Power Look! (Pg 3)

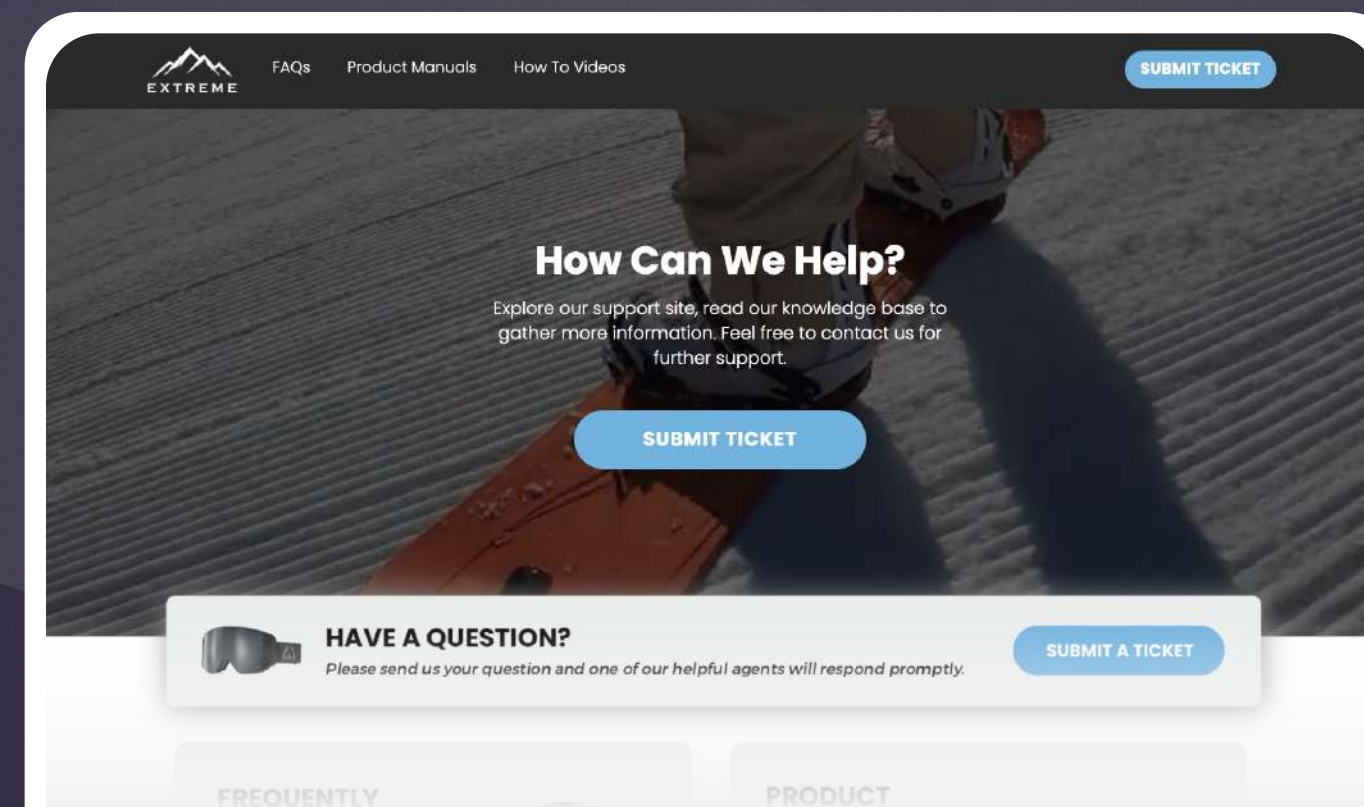
[View Showcase Website](#)

We do also have some templates that has video as the cover background, creating more interaction and engagement with your visitors. Feel free to chose from here as well.



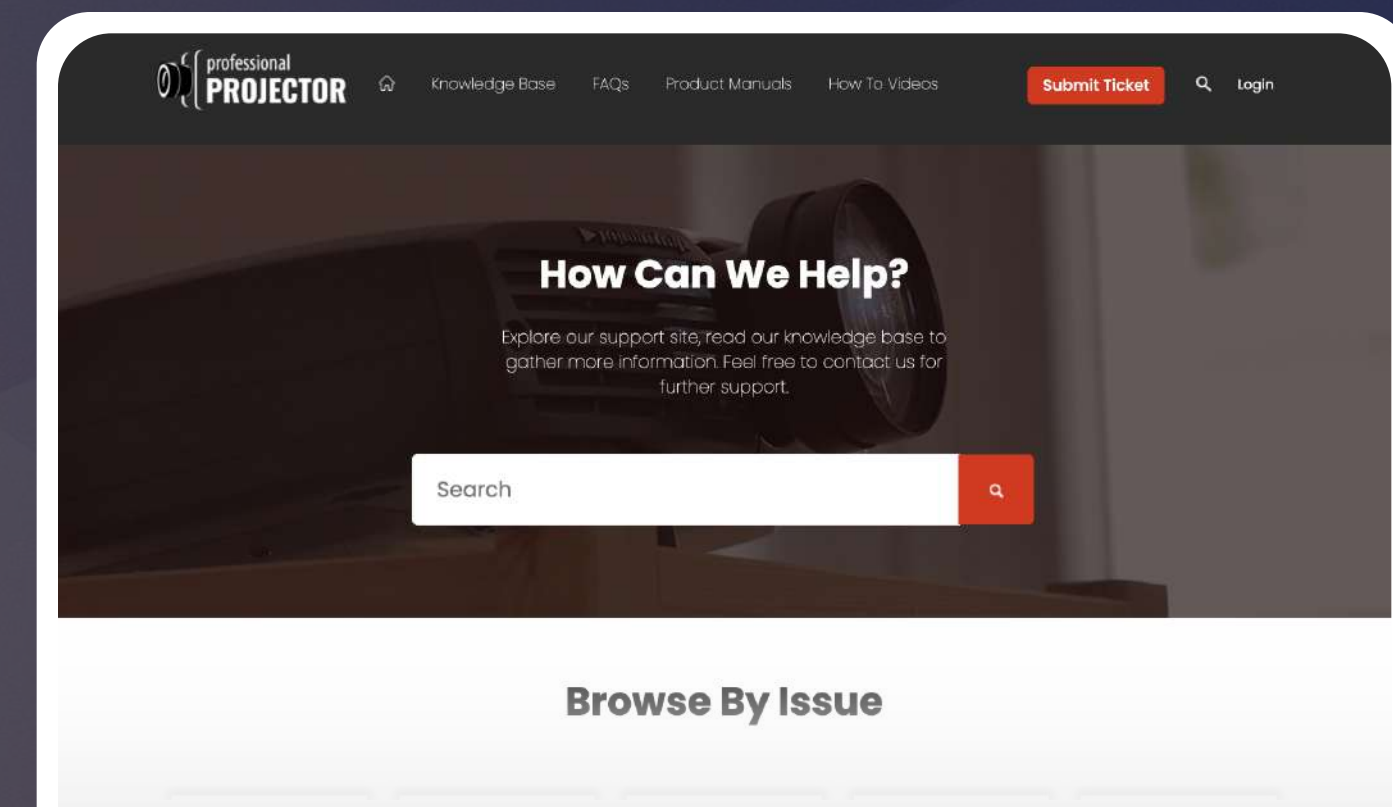
Full Screen Video

[View Template](#)



Standard Video

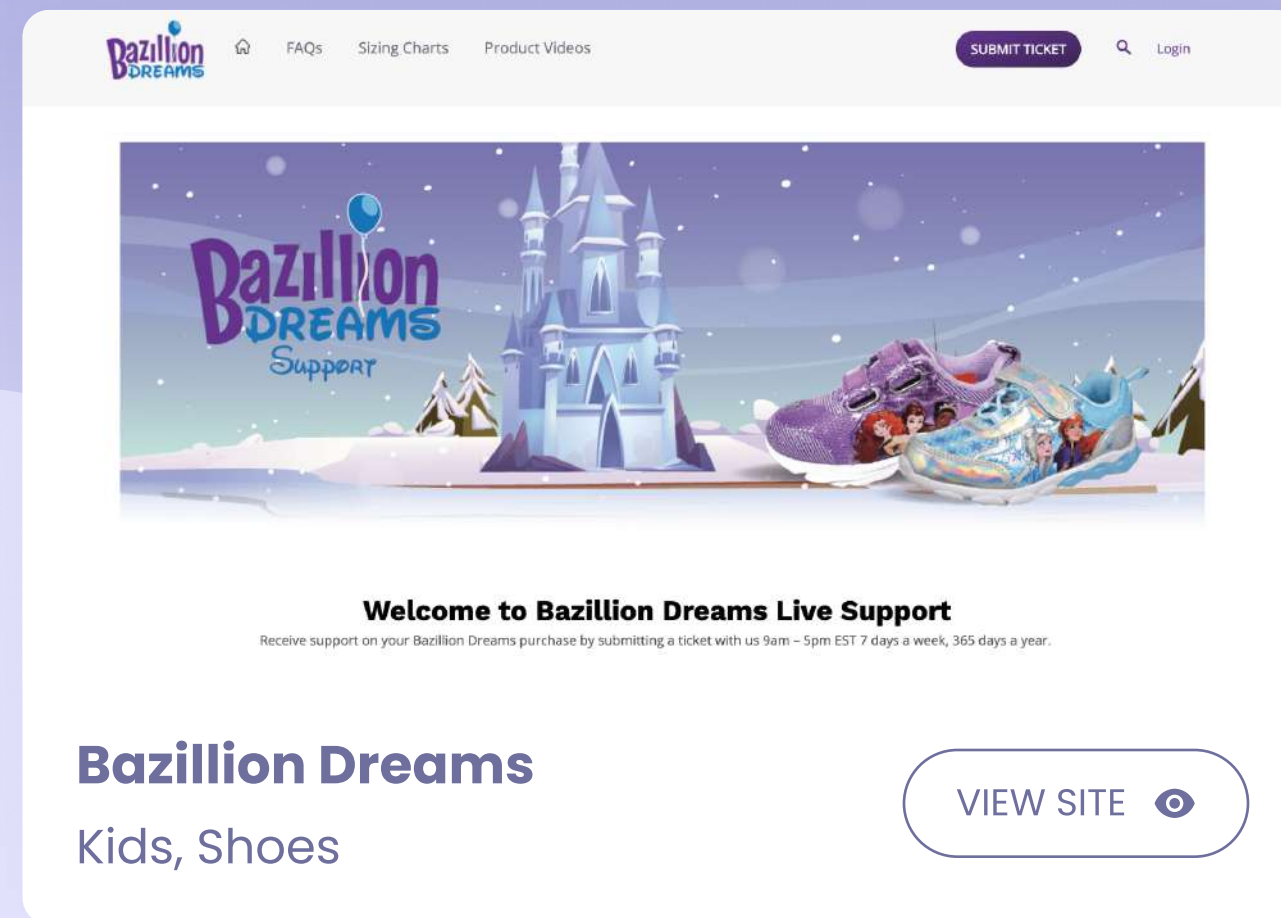
[View Template](#)



Video With Searchbar

[View Template](#)

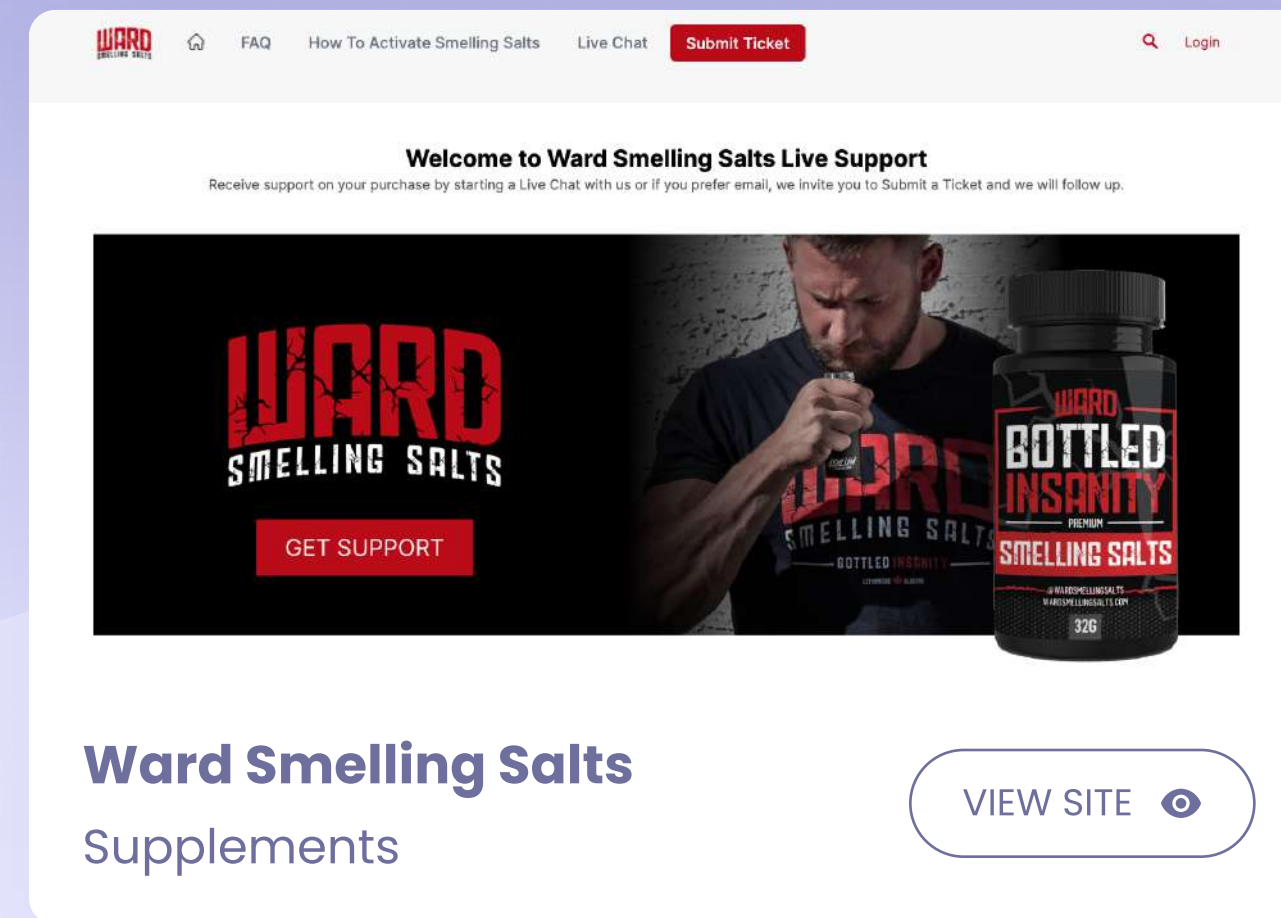
Design Delights: Peek Into Our Portfolio!



The screenshot shows the top navigation bar with the logo, links for FAQs, Sizing Charts, and Product Videos, and a 'SUBMIT TICKET' button. The main content area features a colorful illustration of a castle and shoes. Below the illustration is the heading 'Welcome to Bazillion Dreams Live Support' and a sub-heading 'Kids, Shoes'. A 'VIEW SITE' button is located at the bottom right.

Bazillion Dreams
Kids, Shoes

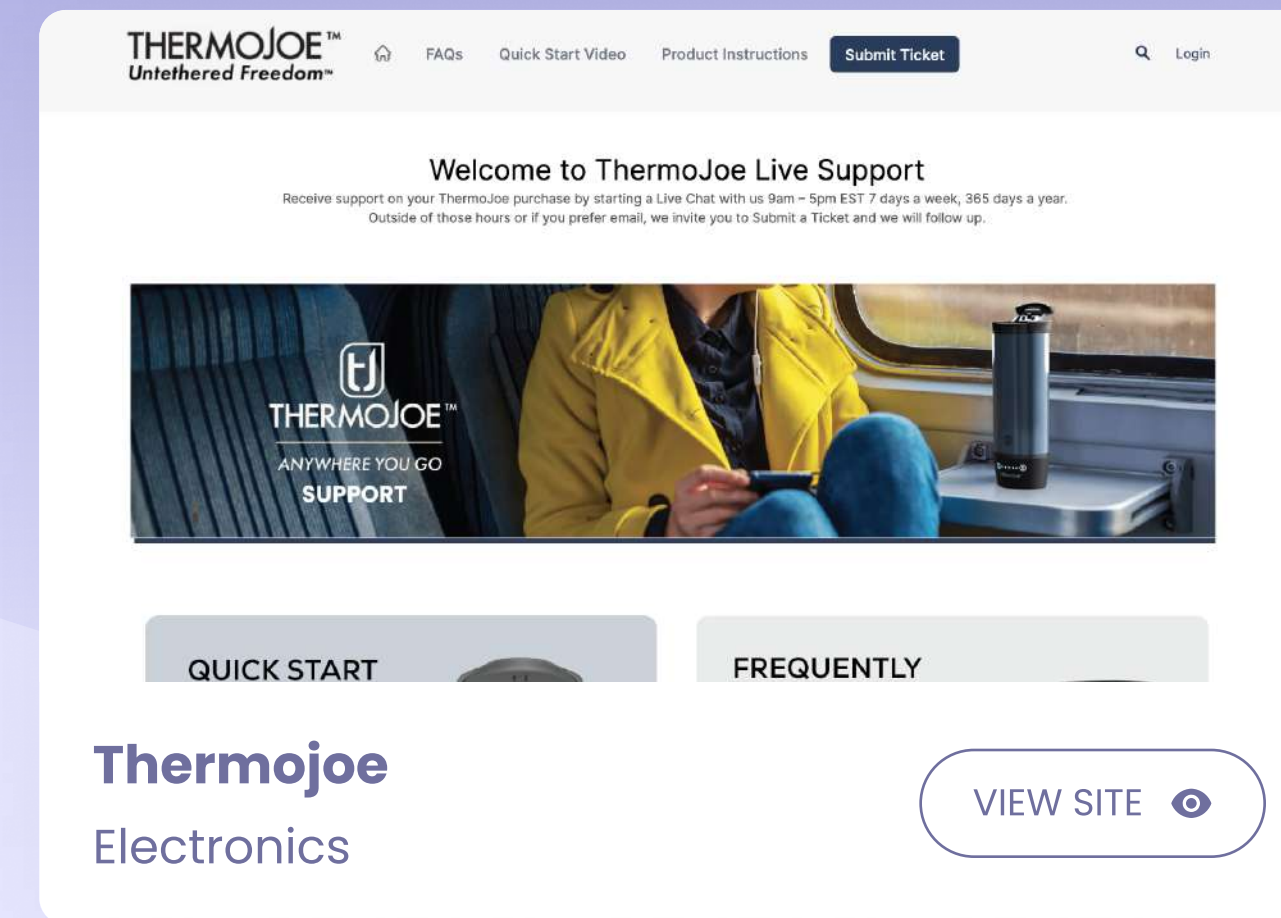
[VIEW SITE](#)



The screenshot shows the top navigation bar with the logo, links for FAQ, How To Activate Smelling Salts, Live Chat, and 'Submit Ticket', and a 'Login' button. The main content area features a man smelling a jar of 'WARD BOTTLED INSANITY' salts. Below the image is the heading 'Welcome to Ward Smelling Salts Live Support' and a sub-heading 'Supplements'. A 'VIEW SITE' button is located at the bottom right.

Ward Smelling Salts
Supplements

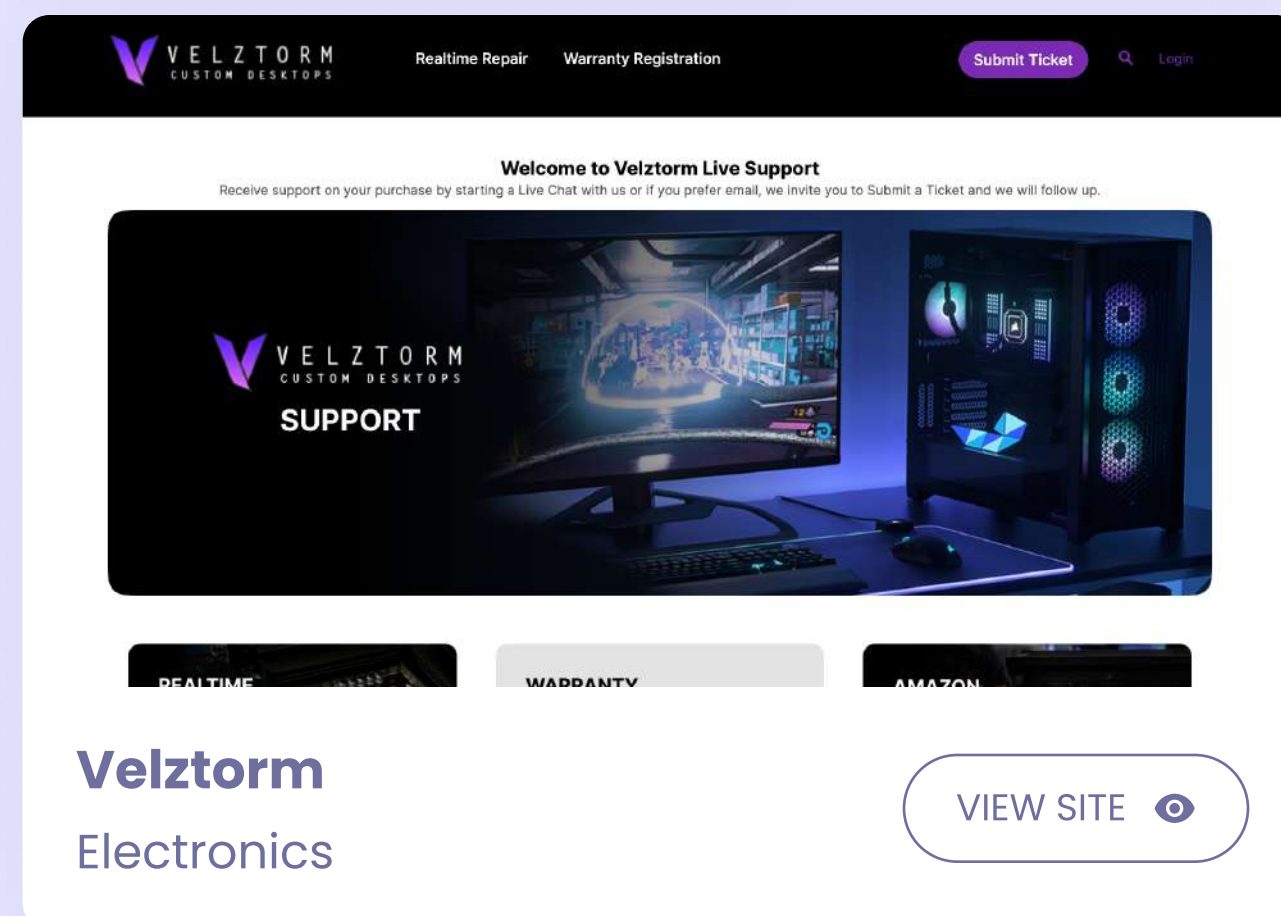
[VIEW SITE](#)



The screenshot shows the top navigation bar with the logo, links for FAQs, Quick Start Video, Product Instructions, and 'Submit Ticket', and a 'Login' button. The main content area features a person in a yellow jacket sitting on a train. Below the image is the heading 'Welcome to ThermoJoe Live Support' and a sub-heading 'Electronics'. Two buttons, 'QUICK START' and 'FREQUENTLY', are visible above the 'VIEW SITE' button at the bottom right.

ThermoJoe
Electronics

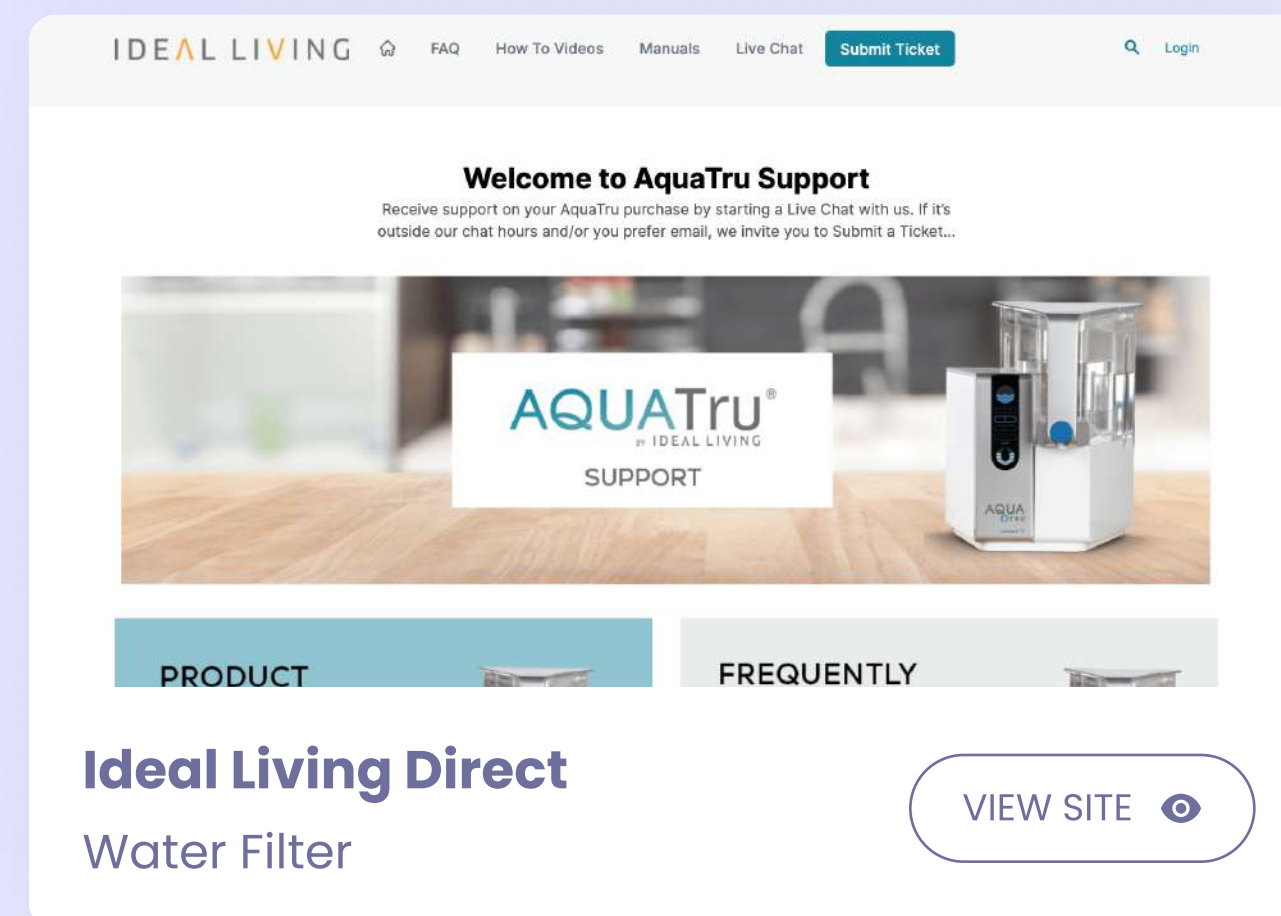
[VIEW SITE](#)



The screenshot shows the top navigation bar with the logo, links for Realtime Repair, Warranty Registration, and 'Submit Ticket', and a 'Login' button. The main content area features a computer monitor displaying 'VELZTORM SUPPORT'. Below the image is the heading 'Welcome to Velzorm Live Support' and a sub-heading 'Electronics'. A 'VIEW SITE' button is located at the bottom right.

Velzorm
Electronics

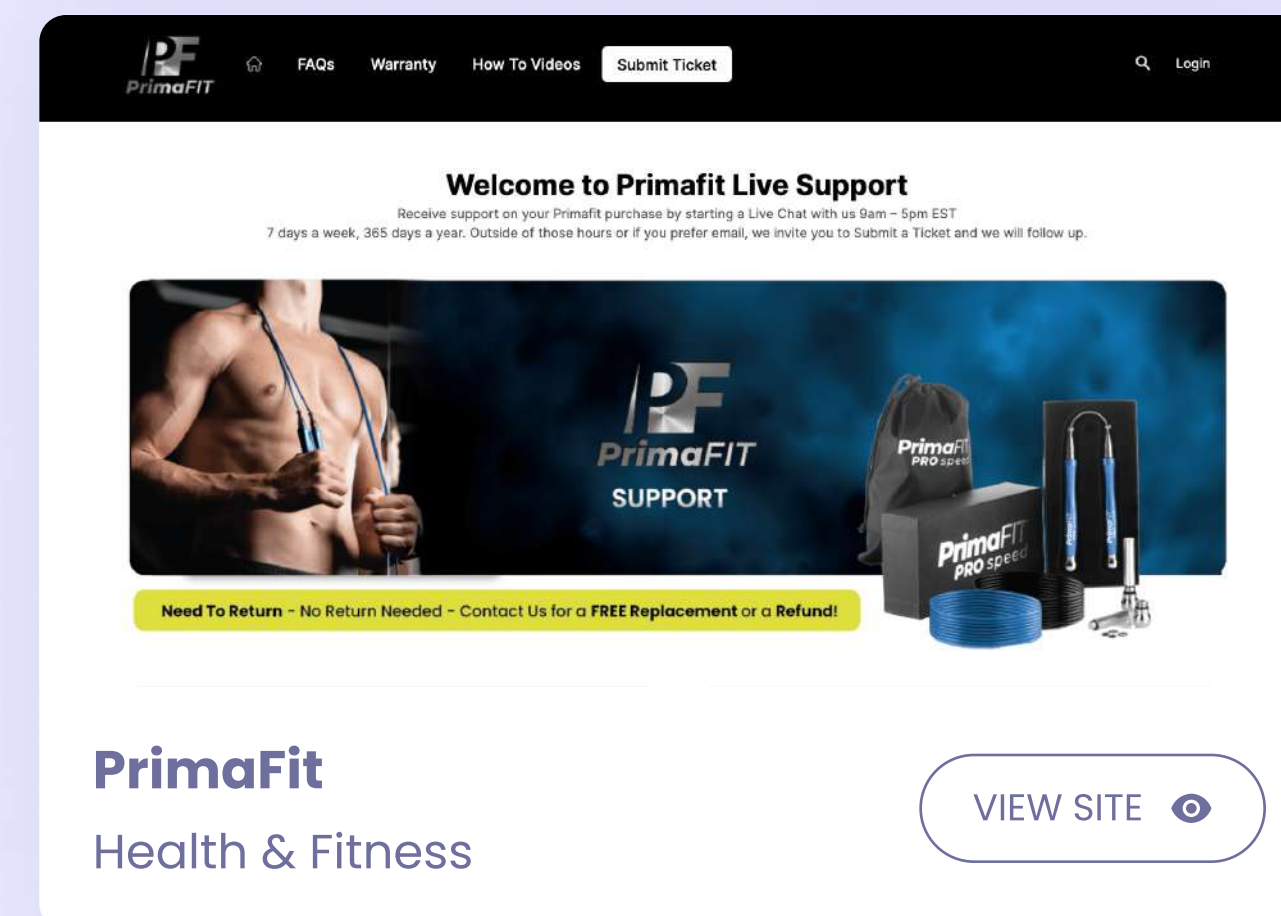
[VIEW SITE](#)



The screenshot shows the top navigation bar with the logo, links for FAQ, How To Videos, Manuals, Live Chat, and 'Submit Ticket', and a 'Login' button. The main content area features a water filter on a wooden surface. Below the image is the heading 'Welcome to AquaTru Support' and a sub-heading 'Water Filter'. Two buttons, 'PRODUCT' and 'FREQUENTLY', are visible above the 'VIEW SITE' button at the bottom right.

Ideal Living Direct
Water Filter

[VIEW SITE](#)

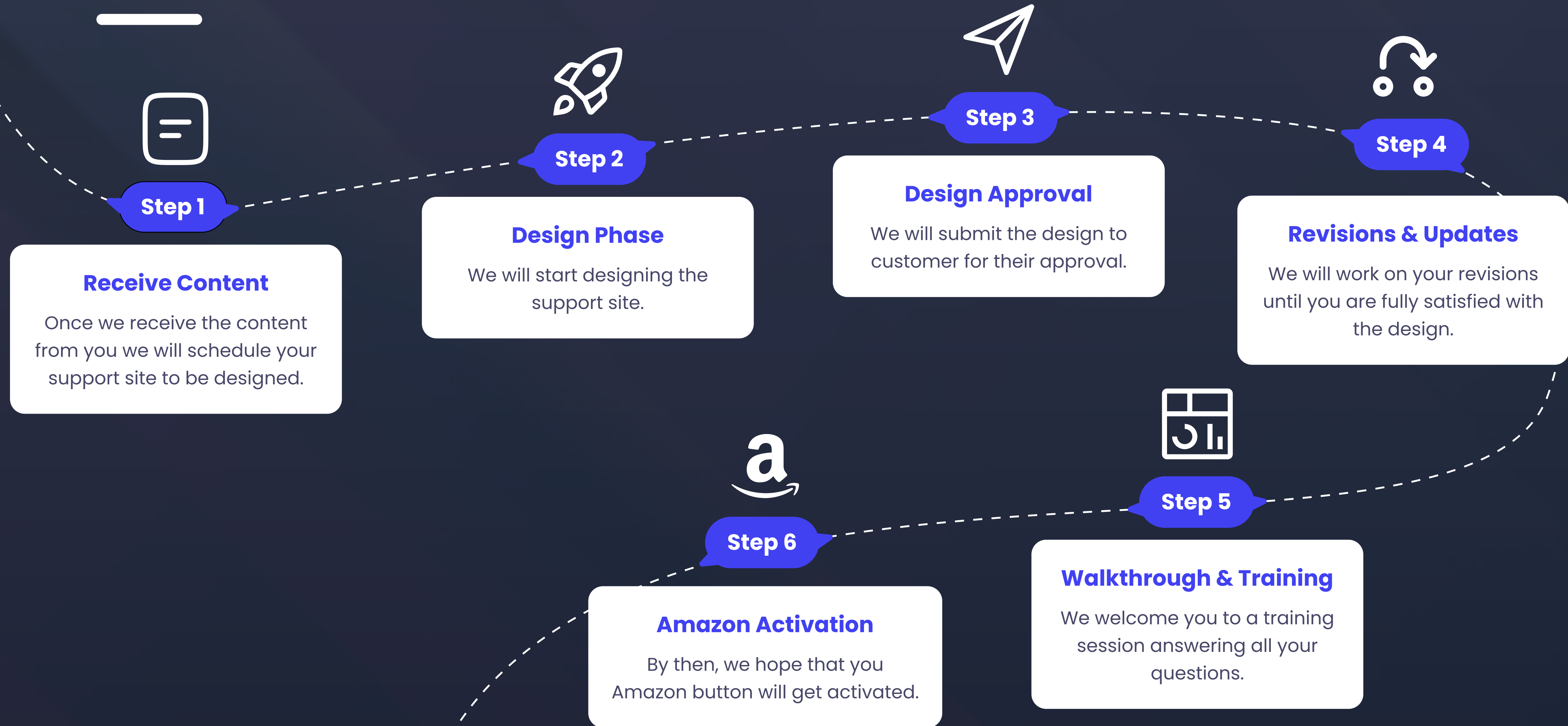


The screenshot shows the top navigation bar with the logo, links for FAQs, Warranty, How To Videos, and 'Submit Ticket', and a 'Login' button. The main content area features a muscular man and fitness equipment. Below the image is the heading 'Welcome to PrimaFit Live Support' and a sub-heading 'Health & Fitness'. A yellow banner with the text 'Need To Return - No Return Needed - Contact Us for a FREE Replacement or a Refund!' is visible above the 'VIEW SITE' button at the bottom right.

PrimaFit
Health & Fitness

[VIEW SITE](#)

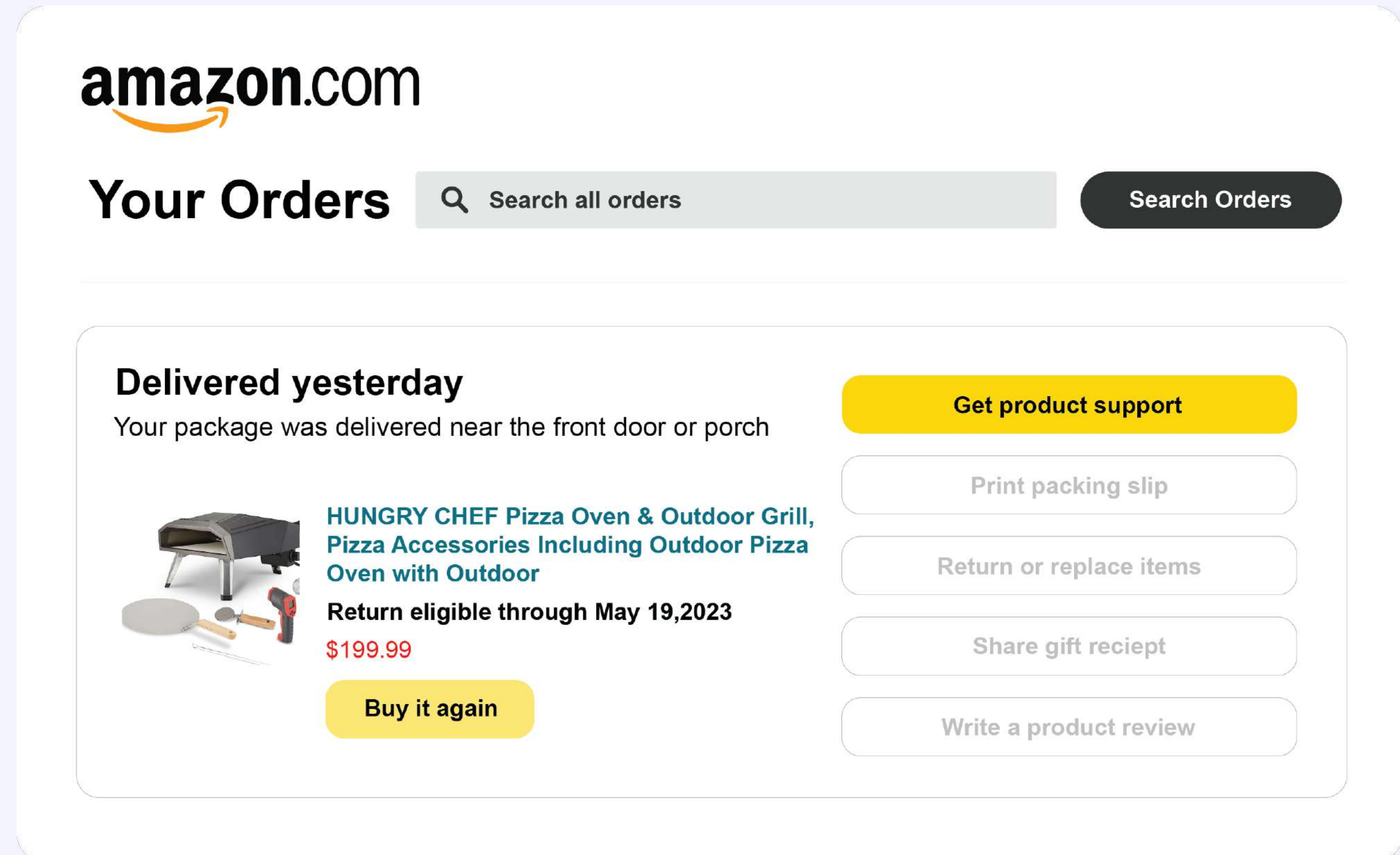
Timeline & Revisions



“Get Product Support” Amazon Button

It takes 2 weeks from when you signed up to activate the “Get Product Support” button in your customers Amazon recent orders control panel.

After your design is completed it is just a waiting game until the button turns on. Once it turns on you will receive an email advising you the button is now activated. You will then start to see live tickets and chats come into your support site control panel.



The screenshot shows the Amazon.com 'Your Orders' page. At the top, the Amazon logo is visible. Below it, the text 'Your Orders' is displayed next to a search bar labeled 'Search all orders' and a 'Search Orders' button. The main content area features a section titled 'Delivered yesterday' with the note 'Your package was delivered near the front door or porch'. An image of a pizza oven and accessories is shown. To the right of the image, the product name is 'HUNGRY CHEF Pizza Oven & Outdoor Grill, Pizza Accessories Including Outdoor Pizza Oven with Outdoor', followed by 'Return eligible through May 19, 2023' and the price '\$199.99'. A yellow 'Buy it again' button is located below the price. On the right side of the product card, there is a vertical list of five buttons: 'Get product support' (highlighted in yellow), 'Print packing slip', 'Return or replace items', 'Share gift receipt', and 'Write a product review'.

Want To Design By Yourself?

If you're feeling the creative itch and want to craft your own support site, go for it! Here are some cool dimensions to get you started on your design journey for the homepage images.

Large Banner
1600 px X 500 px

Standard Banner
1200 px X 350 px

Medium Wide Banner
1200 px X 350 px

Small Banner
550 px X 350 px

Small Banner
550 px X 350 px



See You On Design Meeting

We look forward to speaking with you and designing your support site. Thank you for signing up with Onsite Support. We hope that this document has provided you with some helpful information to prepare you for your design meeting.

Useful Links

Platform Onboarding

To meet with your onboarding specialist for onboarding, click on this button:

[SCHEDULE MEETING](#)

Design Meeting

For design team meeting after onboarding, click on this button:

[SCHEDULE MEETING](#)

Support Team

To contact our dedicated support team for your site issues, click on this button:

[HELP DESK](#)