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K12USA.com Launches Knowledge Base, a Searchable Web Portal for Up-to-the-Minute Help and Support

Famous For Its Extraordinary Tech Support and Immediate Access to Live Humans, K12USA Gives Customers a Fast and Easy New Way to Get Answers to Their Burning Questions

Island Heights, NJ, August 25, 2016: - *PRLog* - K12USA.com, a leading technology company specializing in K–12 schools, unveils its Knowledge Base web portal to complement the organization's website, www.K12USA.com. The flagship site provides substantial product- and company-related information. Its complementary sister site hosts a comprehensive help and support center that's regularly updated by K12USA tech staff.

The Knowledge Base features news, hacks, fixes, and tips for the entire K12USA product line. Visitors can find info quickly when they search by keywords and phrases or browse categories like "Latest Articles," "Popular Articles," and "FAQ." Each product has its own dedicated section as well, for example SecureSchool, WirelessTrakker, and WorkTrakkerPRO.

Founded on the premise that few technology companies live up to their promise of providing "excellent customer service," K12USA has made outstanding tech support its mission. Creating a Knowledge Base furthers that charge by giving clients easy access to heaps of product information that will help them run their schools' systems efficiently and effectively.

"Part of our customer-service pledge is that we listen to—and often act on—our clients' suggestions and requests," says K12USA.com founder and CEO, James Punderson. "The Knowledge Base is something they've been asking for, and now that it's live, they love it and use it constantly."

The Knowledge Base is located at http://kb.k12usa.com. For more information, visit www.K12USA.com, call 877-225-0100, or email support@K12USA.com.

About K12USA.com: Founded in 1999 by former teacher and school IT consultant James Punderson IV, K12USA.com develops streamlined, intuitive tech tools for K–12 schools throughout the U.S. Their product line features about 20 appliance- and cloud-based devices, including SecureSchool content filter; WirelessTrakker wireless-network-management system; and TroubleTrakkerPRO, an online IT helpdesk. Every subscription comes with free and unlimited tech support, free updates and upgrades, and free two-way ground shipping (in the continental U.S.). All products and services are available for a free 30-day trial.

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