



Where to find help

Homeswapper.me

Our homeswapper.me support site is separate from the main HomeSwapper site and is a space designed to help you find everything you need to know about mutual exchanges and how to use HomeSwapper. You can find it at **www.homeswapper.me**.

It's packed full of useful tips and advice to make sure you're getting the most out of HomeSwapper and using the site in the best way possible. So as a new swapper, you're supported every step of the way!

Homeswapper.me is laid out so that you can easily see the stages you need to go through depending on where you are in your journey:

If you haven't yet registered and want to find out more go to the **New to Swapping** option in the menu

If you've decided to register and want help setting up your account go to the **Getting Started** option in the menu

Swapper Blog

The blog area is where you'll find helpful articles with advice on everything from using the HomeSwapper site to understanding mutual exchange, as well as helpful tips on setting up viewings and moving house.

At the top of the page you'll find the latest articles for you to read and further down the page there's a section where you can look for articles based on a specific topic.

Help Centre

You can find our Help Centre in the menu option called **Need Help?** This section contains a series of How to guides and How to videos, as well as a '**Your questions**' section with all the answers to your general queries.

How to guides: these take you step-by-step through some of the main processes on HomeSwapper with screenshots to show them more clearly.

How to videos: these show some of the key functions of the site in real-time and how to use them. Using this section, you can follow the videos while you get used to using the HomeSwapper site.

Your questions: these are all the key questions swappers have asked us, along with our answers. Here you can easily search for the solution to your question by topic.

Help desk

Our Help Desk team are the ones to contact to if you can't find the answer on our Help Centre, or if you're having any technical difficulties. You can get in touch with them at **tenants@homeswapper.co.uk**

All emails to our Help Desk will go into a queue and are answered on a 'first come, first served' basis, so you'll usually get a reply within 48 hours.

Facebook

On our Facebook page, we're on hand to answer any of your general queries and to give advice. We monitor this 7 days a week, so feel free to get in touch! Join the page at **www.facebook.com/HomeSwapperOfficial**