YouTestMe

Contacting Support Within the Application

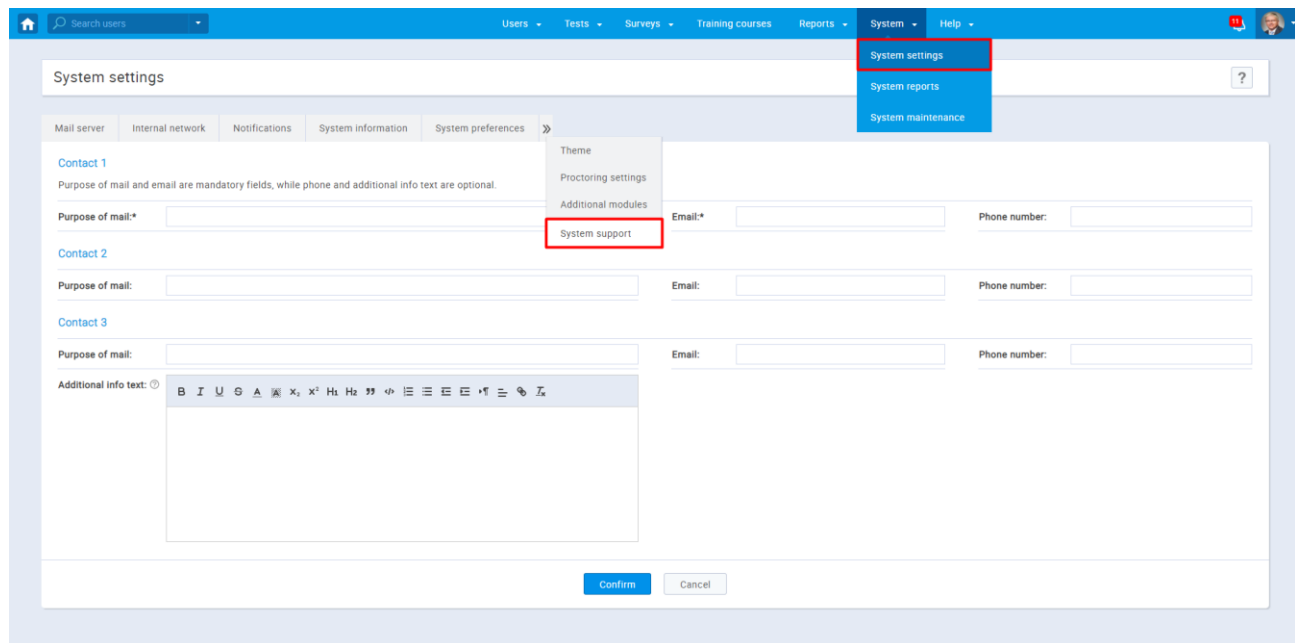# Table of Contents

1   Introduction

The purpose of this document is to explain how to contact support within the application.
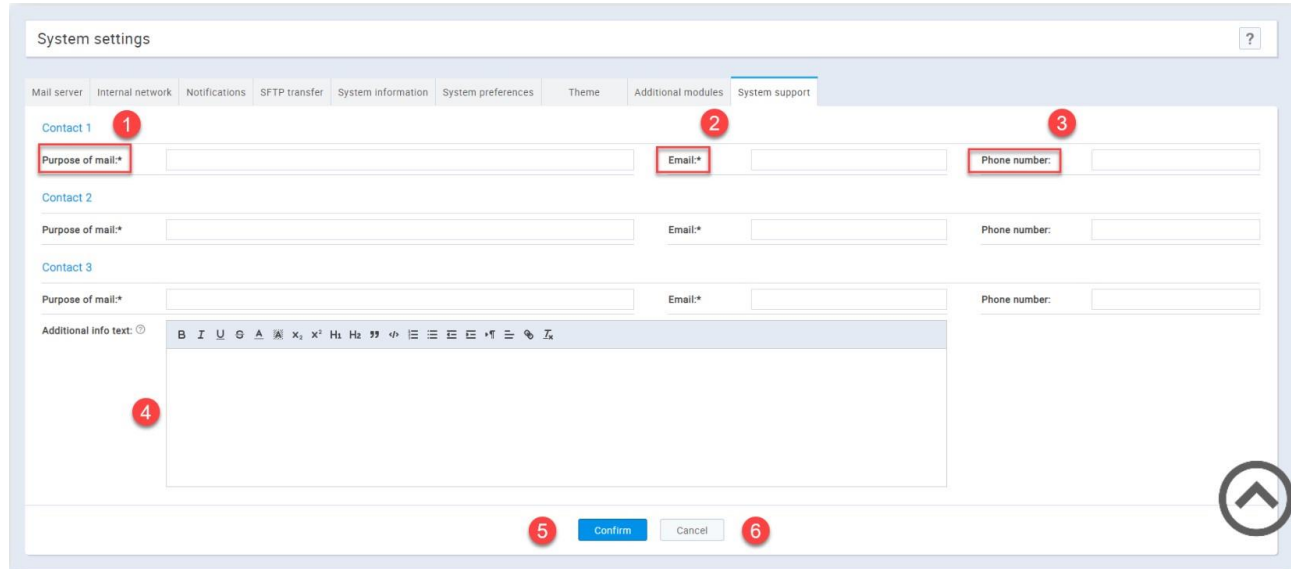
2   Steps

2.1   Access the "System support" tab to enable customized support.

You can access the "System support" customizing tab from System/System settings/System support.

2.2   Fill in all the fields with necessary information
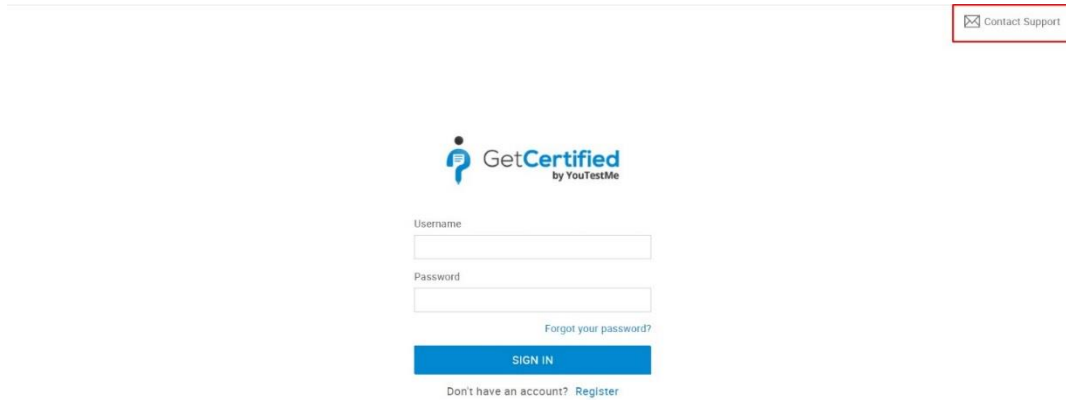
1. Describe the purpose of an email and phone call.
2. Provide the desired support email address. The "Email" field is mandatory, and it will be the default email address.
3. Provide the desired support phone number.
4. Here you can provide useful details about the support contact. For example, what is the expected time for an email response to the customer's issues or business hours when support is available, etc.
5. The "Confirm" button will save the changes.
6. "Cancel" button will delete everything entered before saving.
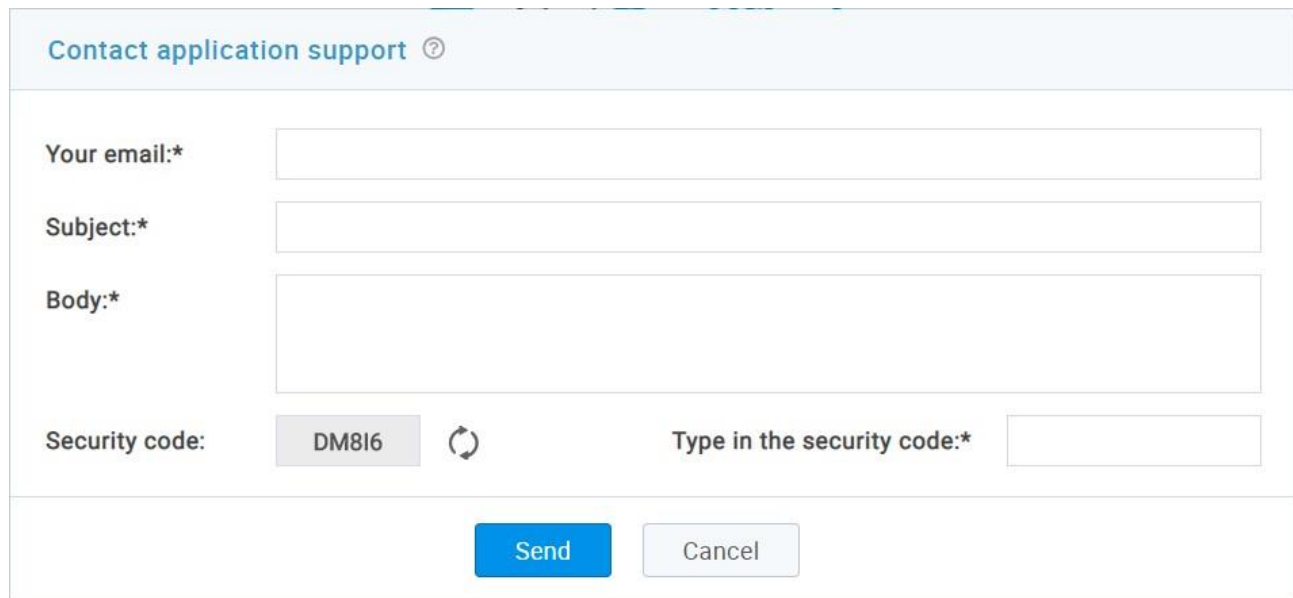
2.3   Contacting Support

There are two ways for users to contact support.

### 2.3.1   By clicking the "Contact support" button on the login page:

- All the fields are mandatory and need to be filled in with the necessary information.
- In the "Body" field, the user needs to enter the questions that he/she wants to ask the support.
- After the user enters all the information and clicks the "Send" button, a mail will be sent to the email address that you chose as mandatory (default).
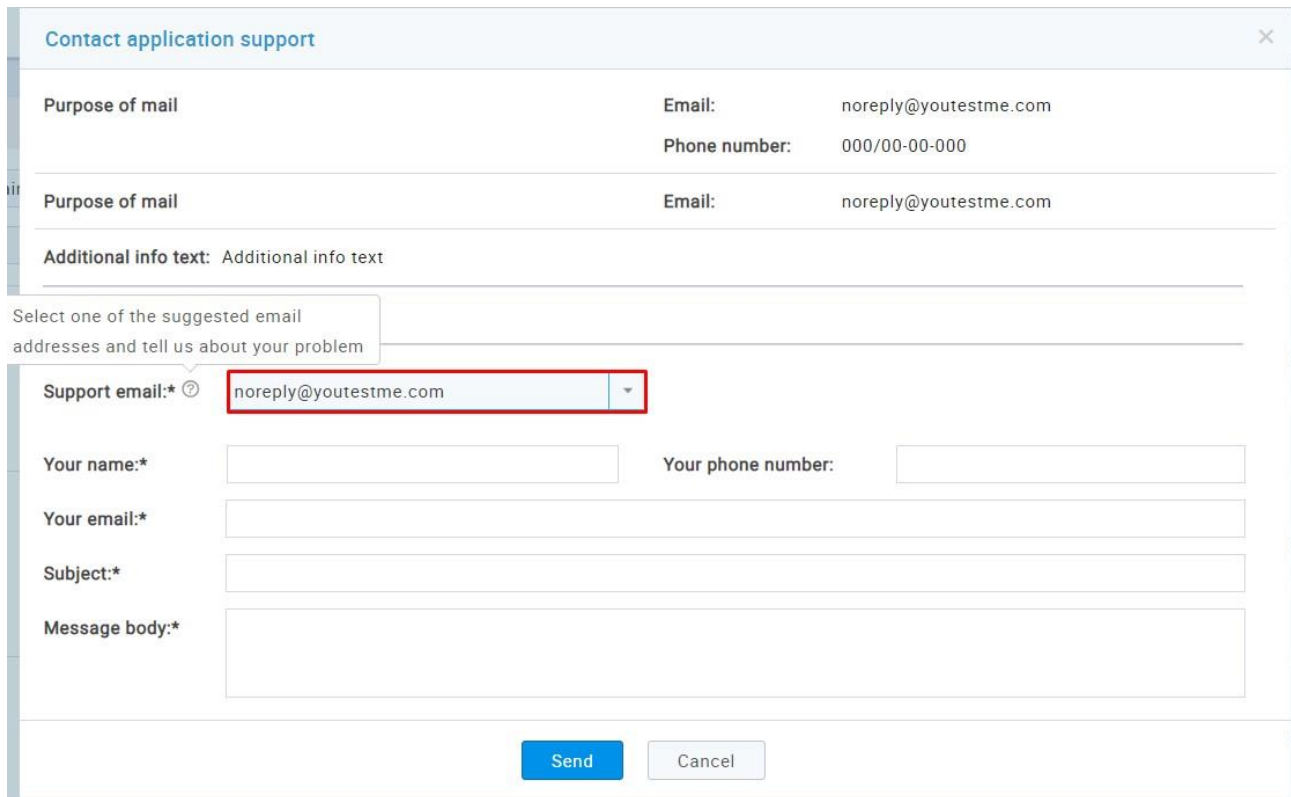
2.3.2   By choosing Help/Contact Support from the main menu.
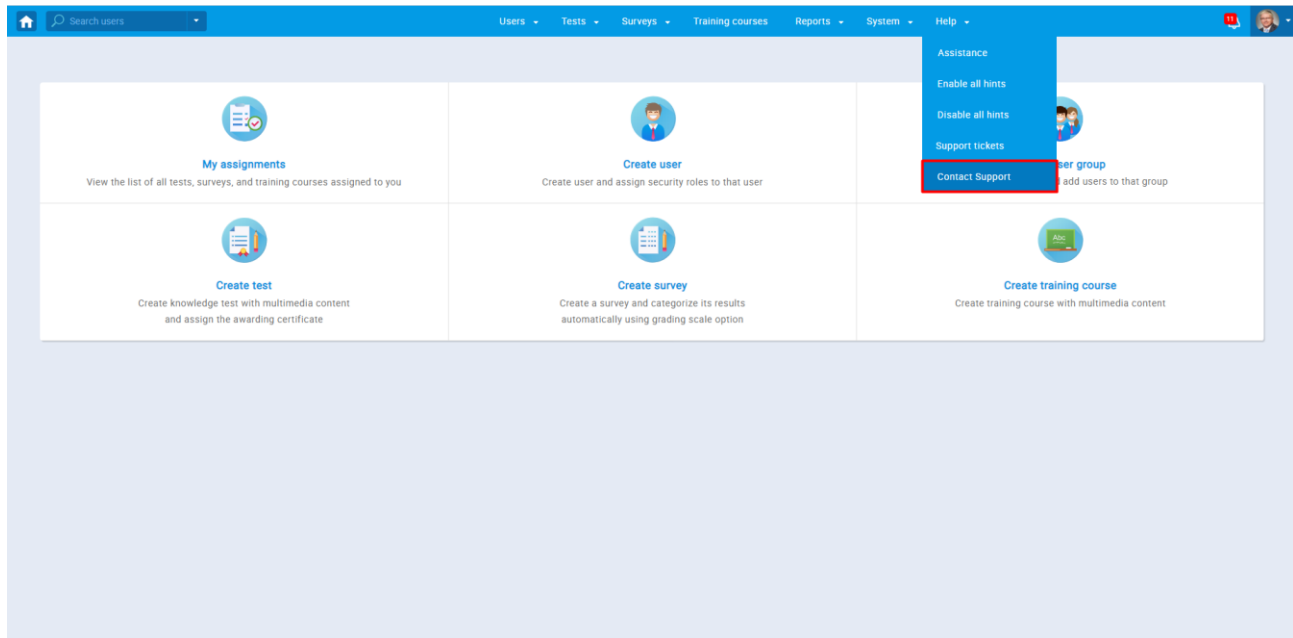
- Users will see ''Contact application support'' window with the information that you provided, and fields where they need to enter their credentials and ask you a question. They need to choose one of the suggested email addresses.