

Getting Support

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Existing service guidance

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Provide enough context to reproduce a service fault while keeping private data out of diagnostics.

Before you start

Use the access and features actually assigned to your account. Keep a rollback or recovery route before changing existing service settings.

Steps

1. Check the public Status page for a known incident.
2. Record the service name, approximate local time, expected result and visible error text.
3. Contact support through the published Contact page. Redact passwords, private keys, tokens, message bodies and unrelated personal data.
4. Keep the ticket reference and use the existing conversation for follow-up. For an emergency, use the appropriate emergency service directly.

Verify the result

Support has a clear symptom and a safe way to follow up. A sent request is not proof that an incident has been resolved.

Help and related information

Contact support, service status, and Customer Access. Never send passwords or recovery codes.