

Support and Assistance

This section provides comprehensive guidance on accessing support and submitting help requests.

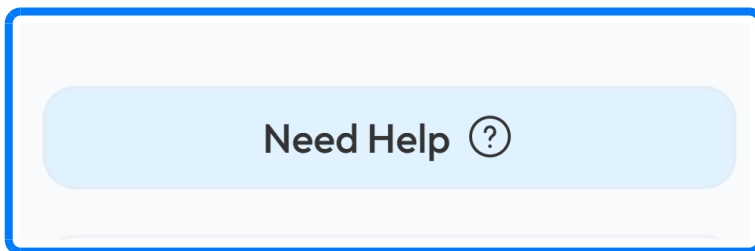
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Submitting Support Requests

Submitting Support Requests

To ensure a smooth experience, users can submit support requests through the platform's **Need Help** section. Follow the steps below to request assistance.

- **Log in to the Platform**
 - Access the platform and sign in using your credentials.
- **Locate the "Need Help" Option**
 - Navigate to the **side navigation panel** on the left-hand side of the screen.
 - Scroll to the bottom and click on the **Need Help** option.



- This action will open the **Let's Connect** support request pop-up.

Fill in the Help Request Form

The image shows a screenshot of a web form titled "Let's Connect" with a close button (X) in the top right corner. Below the title is a horizontal line. The main heading is "Drop us a note" followed by the text "Our specialists will convert this into a help request." There are two input fields: "Title" containing "Strategy alignment request" and "Description" containing "Share a few details about your challenges with cost optimization." Below these fields is a purple button labeled "Create help request". At the bottom, there is a small text line: "By submitting, you consent to our team contacting you to provision the requested assistance."

In the **Let's Connect** window, provide the following details:

- **Title Field:**
 - Enter a clear and concise title for your request (for example: *Strategy alignment request*, *Issue with scan results*, or *Access support*).
- **Description Field:**
 - Provide detailed information about your request or issue.
 - Include relevant details such as the problem you are experiencing, required assistance, or any additional context that will help the support team understand your request.
- **Submit the Request**
 - After entering the required details, click **Create help request** to submit your support request.
- **Confirmation**
 - A confirmation message will appear once the request is successfully submitted.