

# Software Support

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## How-To Contact Support & View your Tickets

Software Support - 2018-07-10 - in Support & Troubleshooting

### Contacting Support...

There are a couple of ways for contacting "support" depending on the type of assistance you require.

- \* Support via the workspace manager or site-owner
- \* Support via Kahootz Helpdesk

When you need to contact support, simply click "support" from the footer via the Kahootz platform as shown below...

[Support](#) | [Terms and Conditions](#) | [Privacy Policy](#) | [Accessibility](#) | [www.kahootz.com](#)

Once you've clicked "support" you'll be presented with the Helpdesk Request form as shown below...

**NOTE - Kahootz Support can only help with questions about how to use Kahootz and the service in general.**

The screenshot shows a 'Helpdesk Request' form. At the top, it asks if the user has searched the online Knowledgebase. Below this, it provides instructions on when to contact the workspace manager or site owner. The form includes fields for 'Subject' and 'Message'. There is a dropdown menu for 'Workspace' and a section for 'Priority' with six radio button options. The 'Priority' options are: 1: Critical, 2: Major, 3: Minor, 4: Problem, 5: Request for information (selected), and 6: Request for enhancement. A 'Send Message' button is at the bottom.

**Helpdesk Request**

Have you tried searching our online Knowledgebase to see if your question is already answered?  
The Kahootz support team can help with questions about how to use the site but we cannot change permissions or give you access.

- For questions about Workspace contents & Permissions, contact the workspace manager
- For questions about Registration & Passwords, contact the site owner

Please read our guidance on raising a support request to help you get the best support.

**Subject \***  
Enter a one-line summary of the request

**Message \***  
Please include as much information as possible to help us respond to your request

**Workspace**  
Which workspace is this about?

**Priority**

- 1: Critical - The website is inaccessible to all users, or a critical software function cannot be performed by all users.
- 2: Major - A major area of software functionality is not working correctly for many users and there is no convenient workaround.
- 3: Minor - Several users are experiencing a software bug that is causing a minor loss of service. The problem is an inconvenience.
- 4: Problem - All other bugs. The inconvenience is slight, and can be tolerated.
- 5: Request for information - You are requesting guidance or help with the software configuration or functionality.
- 6: Request for enhancement - You are requesting a new or improved feature in our software.

[Send Message](#)

Image caption

**Remember - Any questions about workspace contents, user permissions & access**

## control, registration or password issues...

\* **Please contact your workspace manager or site owner by referring to these articles below...**

Workspace contents & permissions > [Click here to view Article](#)

Registration & passwords > [Click here to view Article](#)

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If you've read the above warning message or can't find an answer to your question in our "[Knowledgebase](#)" please submit a help desk support ticket.

All Kahootz users have unlimited access to the helpdesk of which the support team will receive and will respond accordingly.

Alternatively, If you can't login then please send your question via email to [support@kahootz.com](mailto:support@kahootz.com) and please indicate which Kahootz site you're trying to access (Helpdesk Request page will automatically tell us this, but not emails)

### View your Tickets...

All ticket updates will be sent to the email address used when raising the support request however the easiest and best method of viewing your tickets is via the Kahootz platform.

Click "support" from the footer via the Kahootz platform, as shown above, scroll down and select "view my tickets" from underneath the actions.

This will now display "all" tickets that you've logged via the email address you've logged into Kahootz...

## Your Helpdesk Tickets

- ▶ [Ticket 13554] - Cannot "edit" document via Kahootz **Resolved**  
26 Apr 2018 14:51 to 26 Apr 2018 14:55
- ▶ [Ticket 13553] - Can we change the Workspace Shortname **You're waiting for us**  
26 Apr 2018 14:46
- ▶ [Ticket 13552] - Creating a Report Query **Resolved**  
26 Apr 2018 14:38 to 26 Apr 2018 14:54
- ▶ [Ticket 13551] - Permissions on the "root" folder **Needs your attention**  
26 Apr 2018 14:36
- ▶ [Ticket 13550] - Require Detailed Information in Regards to GDPR **You're waiting for us**  
26 Apr 2018 14:35
- ▶ [Ticket 13545] - TESTING - View my tickets via the support form as NON-AGENT **Resolved**  
26 Apr 2018 12:02 to 26 Apr 2018 12:15

As you can see from the screenshot above, this shows all open & closed tickets along with any actions that are required from us or yourself.

You can then use this facility in order to create, update & respond to all your support ticket requests.

**Tip: If required, use this view to show every support ticket you've created along with viewing specific details from old tickets & questions asked.**

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#### Related Pages

- [Kahootz support](#)
- [How is Kahootz supported?](#)