

Ask us for help

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Help is a button away on every page. Search the guides first, and if they don't answer it, ask our team. We see which page you were on, so you don't need to explain where you are.

1 Open Help

Press the question mark at the top right of any page.

2 Search the guides

Type what you're trying to do in **Search the guides**. Matching guides open in a new tab.

3 Ask our team

Switch on **Ask our team**, then fill in:

- **Product**, or **My account or billing**
- **How urgent is it?**, from **A question** to **Work is blocked**
- **What's happening?**, in your own words

The line under **Ask our team** says when to expect our reply.

4 Share it if you like

Tick **Let my team see this request** so your colleagues can follow it too, then press **Send to our team**.

5 Follow the replies

Our reply comes by email and in the app. Press **Your support requests** at the foot of Help to see each request and whether it's **With our team**, **Waiting on you** or **Solved**.

6 Reply or close it

Open a request to write back and press **Send reply**. Press **Mark as solved** once you're sorted. Replying to a solved request opens it again.

By email instead

You can also write to support@unforged.ai, day or night. It reaches the same team, and the request shows in **Your support requests** too.