Submit a Support Ticket

Megan De Freitas - 2024-11-27 - Miscellaneous

To submit a support ticket, you will need to sign in to your account first. Click Sign in in the upper right-hand corner of our [support site](#) to get started.

If you don't already have an account through our support site, create one by clicking Need an account? Sign up and following the on-screen prompts.

Once you've signed in to your account, you can create a new support ticket by clicking Start a conversation in the upper right-hand corner.

From there, select the SalesPad product you need help with from the list that appears, then fill out your ticket with information to help us understand how best to help you. Feel free to upload screenshots to your ticket in the Upload files section.

As you are putting information into your ticket, the site will suggest existing support documents that might help you. Make sure you check out these resources, as they may contain the answer to your question.

Once you've filled out your support ticket, hit Send in the lower left to submit your ticket to

our support staff.

At any point after creating your ticket, you can check in on it by navigating to My conversations via the dropdown in the upper-right corner.

The Conversations screen will display a list of all of the support tickets you've created with SalesPad, allowing you to reference them at any point.

The chat feature is another way to contact support, if you just have a quick question that doesn't require screenshots, or you want to wish your favorite support rep a happy birthday. Start a chat by clicking on the orange button in the lower right-hand corner of the screen.

That's it! We look forward to hearing from you.