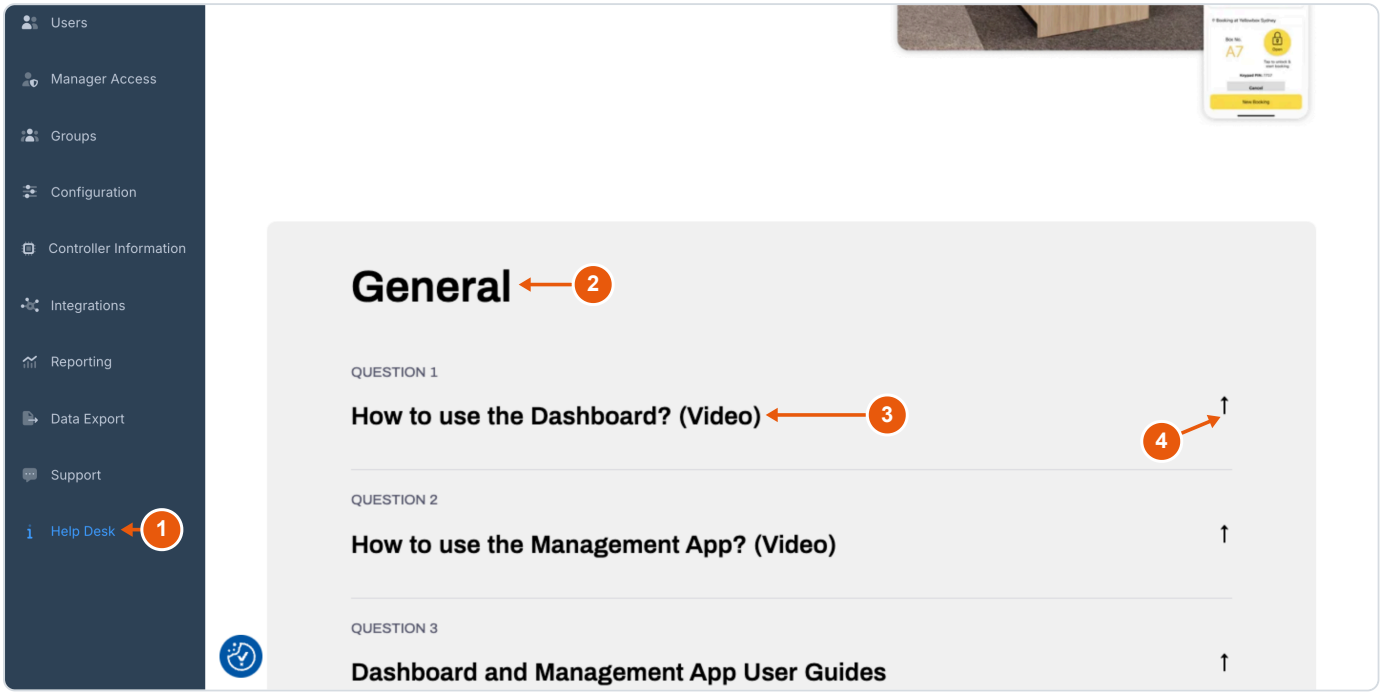
Help Desk: Quick Guide

Yellowbox Partner Dashboard, sidebar > **Help Desk**. Videos and answers to common questions, available to every manager.

Find an answer



1. Open **Help Desk** from the sidebar. Every manager can see it.
2. Questions are grouped into sections. Scroll down to see them all.
3. Click a question to show its answer; click again to hide it.
4. The arrow shows whether an answer is open or closed.

What is covered

Section	Questions
General	How to use the Dashboard (video) and the Management App (video), user guides, setting up PIN lockers for visitors on the kiosk, connecting a controller to Wi-Fi, diagnosing internet problems, giving a controller temporary internet from a phone hotspot, changing wireless lock batteries, and a locker that won't lock.
Wireless Locks	A locker that won't open with the app, a PIN or a card (with the matching error codes), a controller that is offline, and a user told to stand closer when they are already next to the locker.
Wired Locks	A locker that won't open with the app, kiosk or card, a controller that is offline, and the "failed to release" message.
Escalation guidance	When to contact Yellowbox Support.

Seeing an error code such as A1, A4, A5 or A6? Find it in the "Related" line under a question for the steps to fix it. If the Help Desk does not solve it, raise a ticket on the **Support** page.