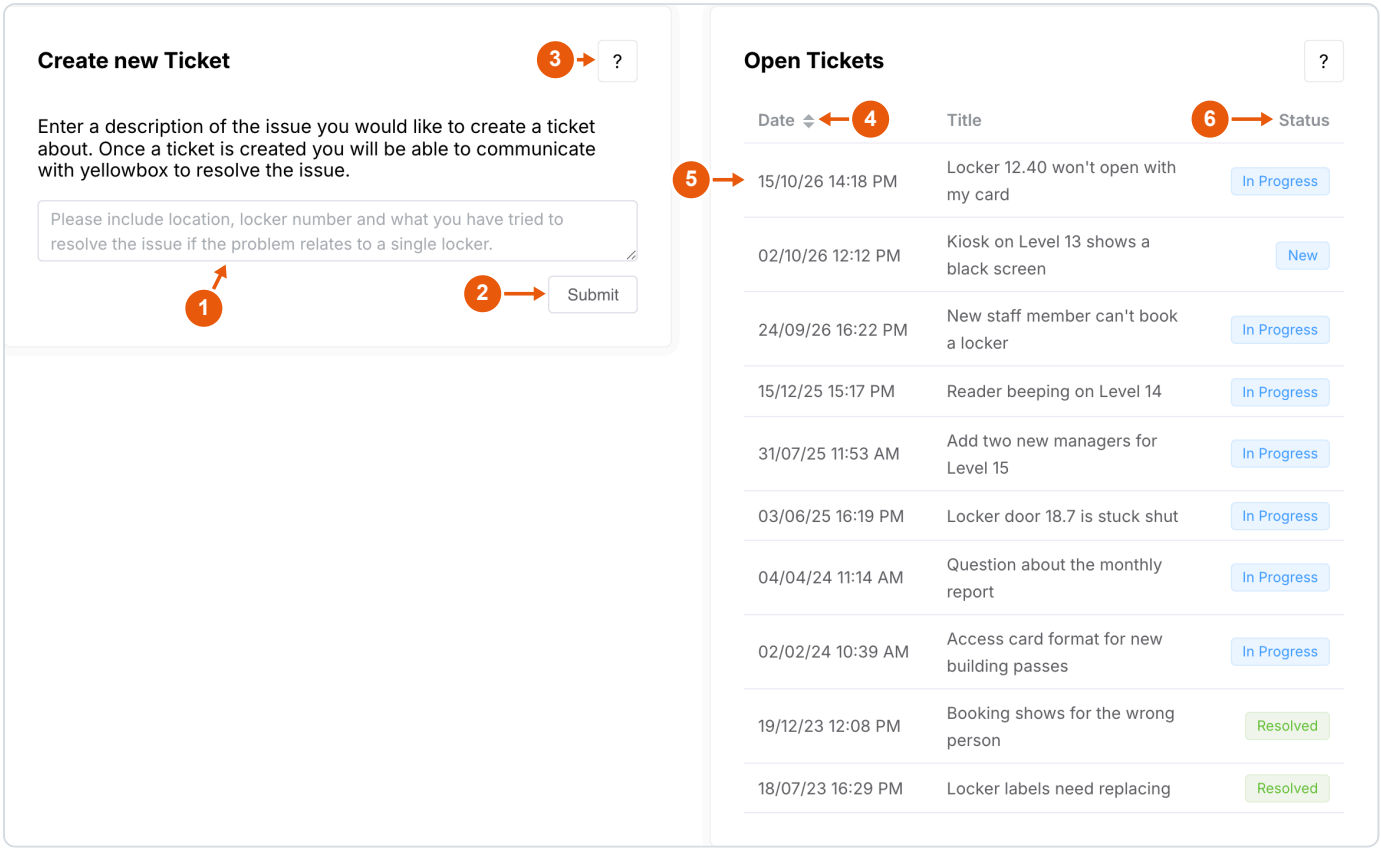
Support: Quick Guide

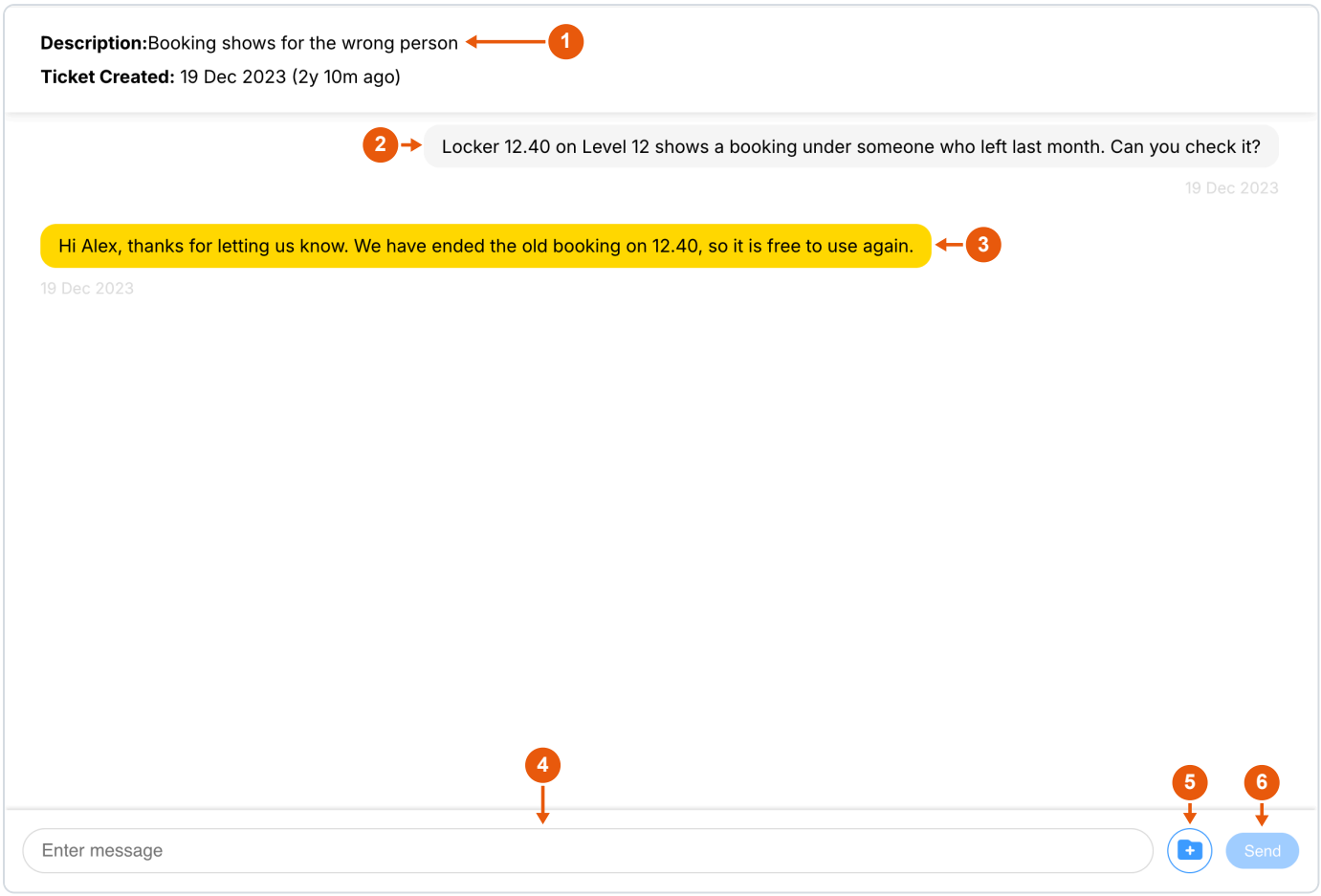
Yellowbox Partner Dashboard, sidebar > **Support**. Raise a support ticket with Yellowbox and keep the whole conversation in one place.

Raise a ticket and see your tickets



1. Describe the problem. Include the **location**, the **locker number** and **what you have already tried**.
2. **Submit** opens the ticket with Yellowbox.
3. Hover a **?** for a short tip.
4. Click **Date** to sort tickets oldest or newest first.
5. Click any ticket to open its conversation (next picture).
6. **Status**: *New* (not yet picked up), *In Progress* (Yellowbox is working on it) or *Resolved*.

The ticket conversation



1. The ticket's description and when it was opened.
2. Your messages, on the right.
3. Replies from Yellowbox, in yellow.
4. Type a reply or more detail here.
5. Attach a photo (JPG or PNG) or a short video (MP4, WebM, OGG or MOV, up to 100 MB). A photo of the locker or an error on the screen helps us fix things faster.
6. **Send**.

Tips

- **Can't see the Support page?** Your organisation may have turned it off for your role, so that managers use your own help desk instead. Ask your organisation admin (it is the *Support page* permission on the **Manager Access** page).
- **Looking for an answer straight away?** Try the **Help Desk** page first: it has videos and answers to the most common questions.
- **Urgent?** Contact Yellowbox at contact@yellowbox.app.

Screenshots use sample data.