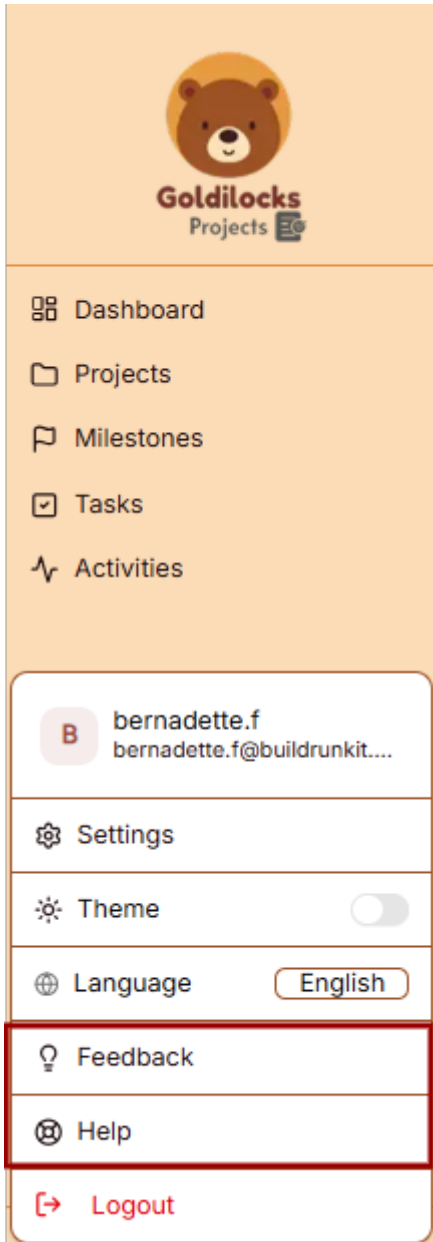


# Feedback and help

## Feedback and help



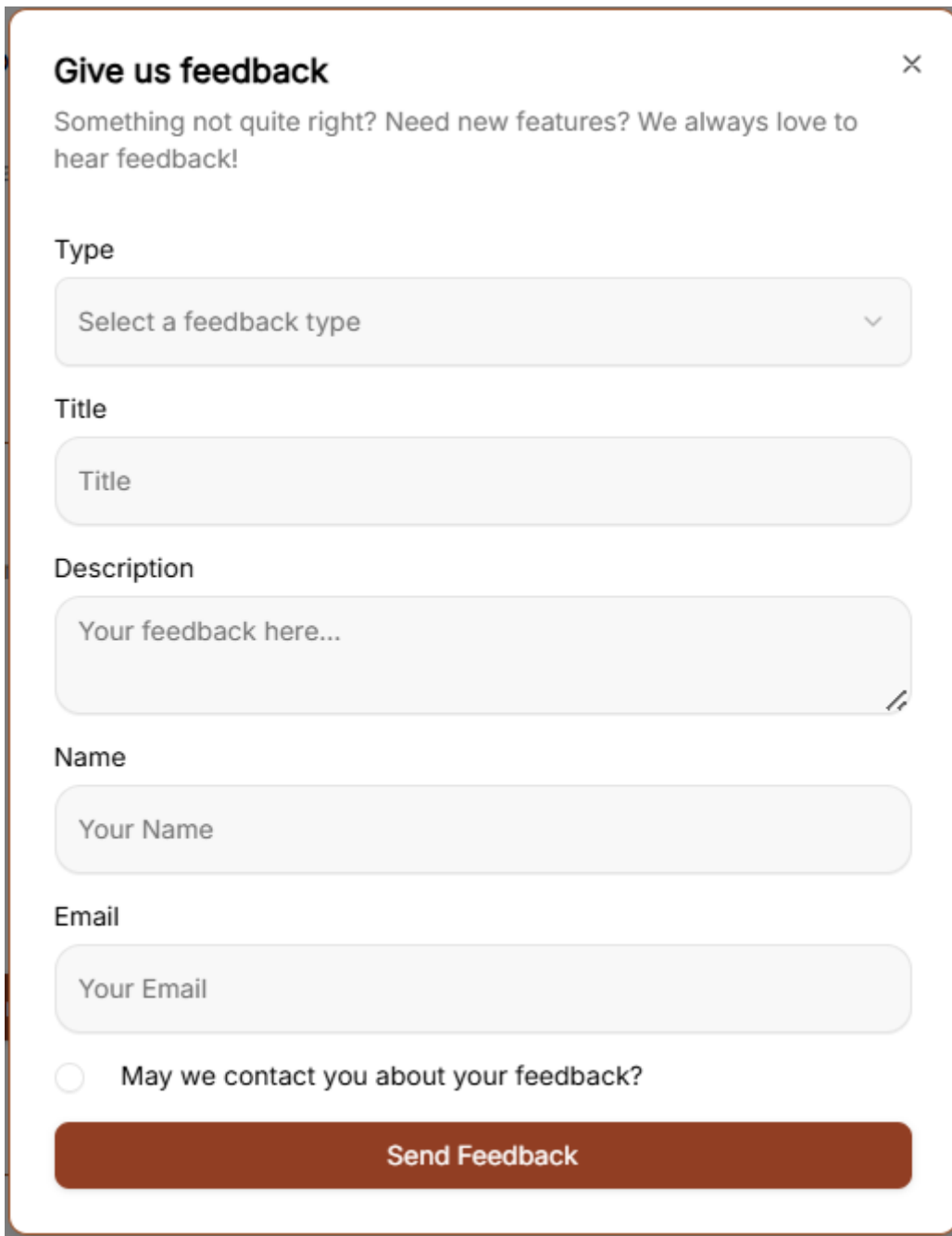
This section allows you to communicate with the team and access support resources directly within the platform.

## Sidebar Menu

The navigation for support is located at the bottom of the sidebar:

- Feedback: The primary link to open the feedback submission window.
- Help: The link located directly underneath "Feedback" for support resources.

# Feedback



The image shows a feedback form titled "Give us feedback" with a close button (X) in the top right corner. The form contains the following fields and elements:

- Message:** "Something not quite right? Need new features? We always love to hear feedback!"
- Type:** A dropdown menu with the placeholder text "Select a feedback type".
- Title:** A text input field with the placeholder text "Title".
- Description:** A text area with the placeholder text "Your feedback here..." and a small icon in the bottom right corner.
- Name:** A text input field with the placeholder text "Your Name".
- Email:** A text input field with the placeholder text "Your Email".
- Checkbox:** A radio button followed by the text "May we contact you about your feedback?".
- Submit Button:** A dark red button labeled "Send Feedback".

Clicking Feedback opens a window with the following fields:

- Category: A dropdown menu to select the nature of your message. The options include:
  - Bug Report
  - Feature Request
  - General Feedback
  - Question
- Subject: A text input field to summarize your feedback.

- Message: A large text area for providing the full details of your report or suggestion.
- Send Feedback: The brown button at the bottom of the form used to submit your information.

# Help

The screenshot shows the BuildRunKit Support Center interface. At the top left is the logo for 'build runKit'. To the right, it says 'Guest User | Sign In'. Below the logo is a navigation bar with four tabs: 'Support Center Home' (active), 'Knowledgebase', 'Open a New Ticket', and 'Check Ticket Status'. Below the navigation bar is a search bar with the placeholder text 'Search our knowledge base' and a green 'Search' button. To the right of the search bar are two buttons: a blue 'Open a New Ticket' button and a green 'Check Ticket Status' button. The main content area has a heading 'Welcome to the Support Center' followed by a paragraph: 'In order to streamline support requests and better serve you, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests. A valid email address is required to submit a ticket.' At the bottom of the page, there is a footer with the text 'Copyright © 2026 BuildRunKit - All rights reserved.' and 'powered by OSTicket'.

To access the support portal, click the Help option located at the bottom of the navigation sidebar. This opens the Support Center in a new window.

## Support Center Home

The main landing page of the Support Center provides a centralized location for managing support requests:

- Search: A search bar is located at the top to search the knowledge base for specific information.
- Support Ticket System: The platform uses a ticket system where every request is assigned a unique number to track progress online.
- Email Requirement: A valid email address is required to submit a new ticket.

## Navigation Menu

The top navigation bar within the Support Center contains the following tabs:

- Support Center Home: Returns you to the main welcome page.

- Knowledgebase: Provides access to categorized FAQs and documentation.
- Open a New Ticket: Opens a form to submit a direct support request.
- Check Ticket Status: Allows you to view the progress of existing tickets using your email and ticket number.

# Knowledgebase

build  
runKit

Guest User | [Sign In](#)

[Support Center Home](#) [Knowledgebase](#) [Open a New Ticket](#) [Check Ticket Status](#)

Click on the category to browse FAQs. —Browse by Topic—

**API & Integrations (1)**  
Technical documentation for developers and API reference

[Can I connect BuildRunKit to other tools I use?](#)

**Billing & Account (6)**  
Account management, billing, and subscription questions

[Can I get a receipt or invoice for my subscription payment?](#)  
[Do you offer refunds?](#)  
[How do I upgrade to premium?](#)  
[What are the specific limits on the Free plan?](#)  
[What's the difference between the free and premium plans?](#)

**Other Resources**

The Knowledgebase tab allows you to browse support articles by category to find answers to common questions.

- Browse by Topic: Use the dropdown menu on the right to jump directly to a specific help topic.

# Open a New Ticket

## Open a New Ticket

Please fill in the form below to open a new ticket.

### Contact Information

Email Address \*

Full Name \*

Phone Number

 Ext: 

### Help Topic

 \*

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This section allows you to submit a formal support request to the team.

## Contact Information

- Email Address \*: A required field to enter your contact email.
- Full Name \*: A required field to provide your name.
- Phone Number: An optional field with a separate box for an Ext: (extension).

## Ticket Details

- Help Topic \*: A required dropdown menu where you must "-Select a Help Topic -" to categorize your request.

## Form Actions

- Create Ticket: Click this button to submit your request.
- Reset: Click this button to clear all information currently entered in the form.
- Cancel: Click this button to exit the ticket creation process.

## Check Ticket Status

## Check Ticket Status

Please provide your email address and a ticket number. An access link will be emailed to you.

Email Address:

Ticket Number:

Have an account with us? [Sign In](#) or [register for an account](#) to access all your tickets.



If this is your first time contacting us or you've lost the ticket number, please [open a new ticket](#)

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This section allows you to track the progress of your existing support requests.

Check Status via Email To access a specific ticket, provide the following details to receive an access link via email:

- Email Address: Enter the email address associated with your ticket (e.g., [\[email protected\]](#)).
- Ticket Number: Enter the unique ID assigned to your request (e.g., 051243).
- Email Access Link Button: Click this to have the login link sent to your inbox.

## Account Access

- Sign In / Register: If you have an account, you can Sign In or register for an account to view a complete history of all your tickets in one place.
- Security: This form is protected, indicated by the padlock icon on the right.

## Troubleshooting

- First-time contact: If you have never contacted support before or have lost your ticket number, click the open a new ticket link at the bottom of the page.

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