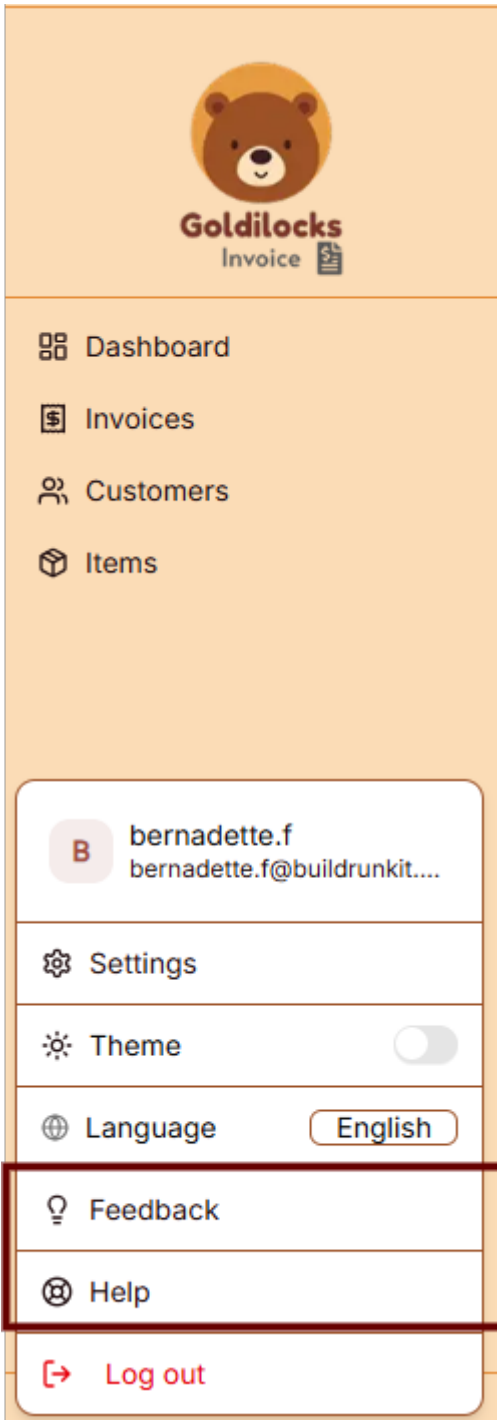


Feedback and help

Feedback and help



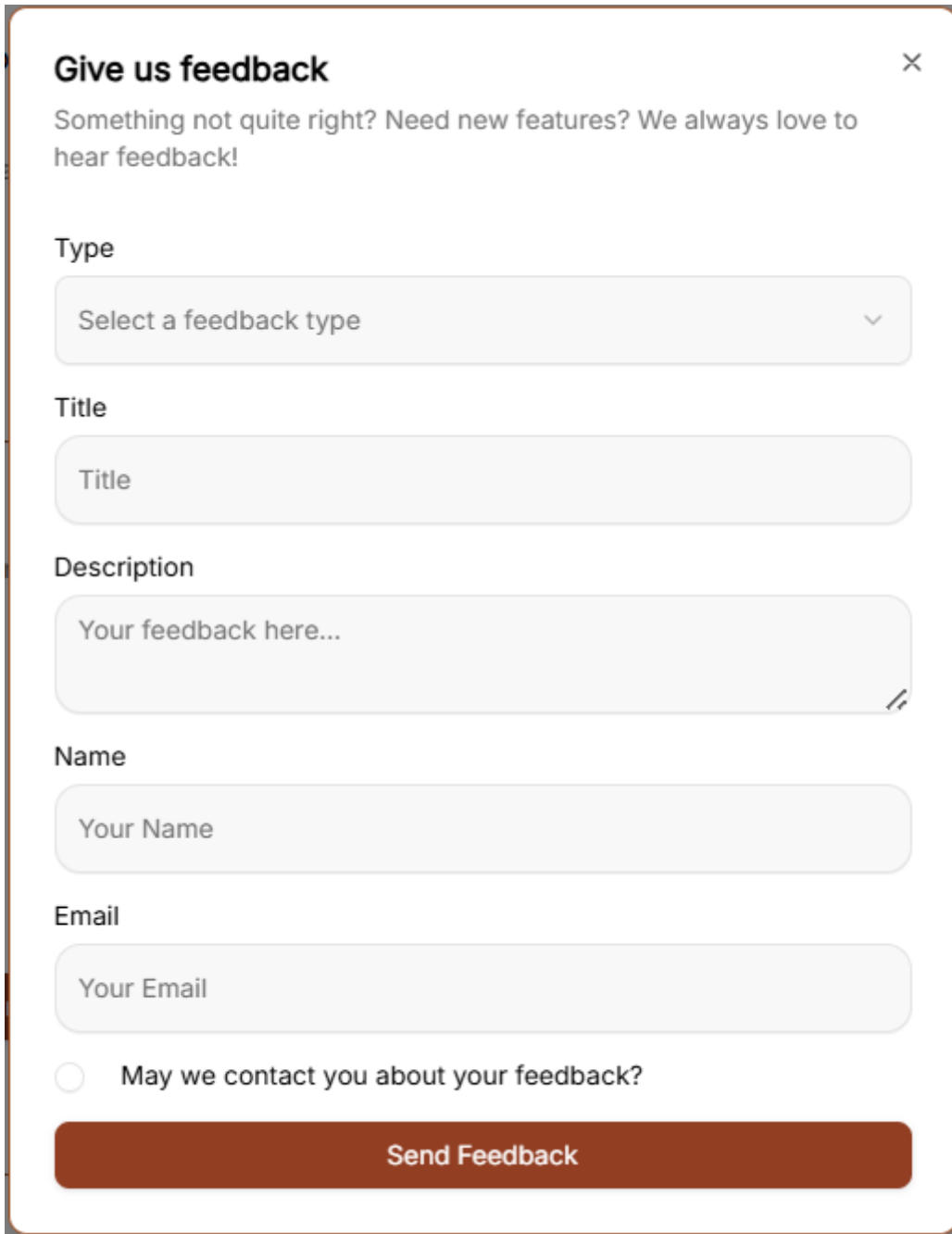
This section allows you to communicate with the team and access support resources directly within the platform.

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" and a downward arrow.
- 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

build runhit

Guest User | [Sign In](#)

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

Search our knowledge base [Search](#) [Open a New Ticket](#) [Check Ticket Status](#)

Welcome to the Support Center

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.

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powered by CSTicket

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

The screenshot shows the BuildRunKit Knowledgebase interface. At the top left is the BuildRunKit logo. At the top right, it says "Guest User | Sign In". Below the logo is a navigation bar with four tabs: "Support Center Home", "Knowledgebase" (which is highlighted), "Open a New Ticket", and "Check Ticket Status". Below the navigation bar, there is a heading "Click on the category to browse FAQs." and a dropdown menu labeled "—Browse by Topic—". The main content area is divided into two categories: "API & Integrations (1)" and "Billing & Account (6)". The "API & Integrations" category includes a folder icon, the title "API & Integrations (1)", a description "Technical documentation for developers and API reference", and a link "Can I connect BuildRunKit to other tools I use?". The "Billing & Account" category includes a folder icon, the title "Billing & Account (6)", a description "Account management, billing, and subscription questions", and four links: "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?", and "What's the difference between the free and premium plans?". To the right of the categories is a button labeled "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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powered by  OSTicket

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., john.doe@osticket.com).
- 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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