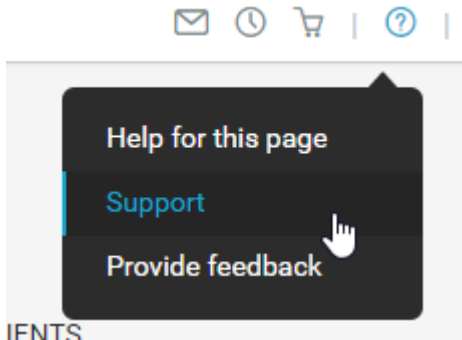


# Getting technical support

## Opening a ticket from within the admin console

If you can't find a solution to your problem in the [User Guide](#), contact us by opening a support ticket.

You can do so at any time, **directly from your MailUp platform**. Click on the Help icon in the top bar and choose "Support"



In this section you can:

- Find a solution by searching our User Guide
- Submit a support ticket

## Help

[FIND A SOLUTION](#) [OPEN A SUPPORT TICKET](#)

**What's wrong?** (Required field)

Summarise the problem in a few words

**How can we help?** (Required field)

Describe what you were doing before you came across the problem you are about to report. Remember: the more details you give us, the easier it is for us to help you.

Copy and paste any alert you came across in this text field

If you received an error message, make sure to paste it into the message: it will help us troubleshoot the issue.

## Opening a ticket from outside the platform

If you can't log into your MailUp account, [retrieve your credentials](#) or contact us at [support@mailup.com](mailto:support@mailup.com).