How-To Contact Support & View your Tickets

Kahootz Support - 2021-02-08 - Support & Troubleshooting

All Kahootz users have unlimited access to our helpdesk.

However, there are a couple of ways in which you can get support depending on the type of assistance you require. Sending your request to the right place, will ensure your issue/question is resolved as quickly as possible.

Support from the Kahootz helpdesk

If you have questions about how to use or require more information about the software, simply click **"Support"** in the footer of your Kahootz site.

Once clicked, you'll be presented with a form where you can submit your request.

> **Tip:** Kahootz Support can only help with questions about how to use software and the service in general.

You can also send your question via email to **"support@kahootz.com."** If you do this, please indicate which Kahootz site/workspace you're trying to access, (raising a ticket via the **"Support"** tab will automatically tell us this, but not emails.)

Questions about content, permissions, registrations, and passwords

Any questions about workspace contents, user permissions, access control, invites, and registrations should be directed to:

- Workspace contents and permissions > Contact the workspace manager
- Registrations and passwords > Contact the site owner

Viewing your support tickets

Any updates to your support tickets will be sent to the email address used when raising the request.

However, if you want to see the progress of all your support tickets in one place, click **"Support"** in the footer of your Kahootz site, then scroll down and select **"View my Tickets"** from the **"Actions"** menu.

This will show all your open and closed tickets, along with any actions required from us or yourself.

On this page, you can also create, update and respond to all your support ticket requests.

Related Content

- How Does My Kahootz License Work
- All About Your Kahootz License Costs
- How-To Enable Google Analytics on Your Site
- How-To Enable Google reCAPTCHA on your Kahootz Site
- How-To Add/Delete Authenticator Device for Two-Step Verification
- Kahootz Support & Technical Help Desk
- Permissions that the Kahootz team can help you with
- Merging User Accounts Together