

Managing Support Email Requests

Download the PDF of this article.

In this Article

[Overview](#)

[Requirements](#)

[Support Requests](#)

Related Articles

Overview

By default, using the in-app option to "open a support request" will send a support request to FormAssembly's support team. This is true for all enterprise users and administrators.

Requirements

Enterprise

Compliance Cloud

For information on upgrading, please contact our Sales Department at sales@formassembly.com.

Support Requests

If an enterprise admin changes the support email located at **Admin Dashboard → Settings → General → Administrator → Support Email** to anything other than blank or support@formassembly.com, your support requests will be sent to that email and not to FormAssembly.

A screenshot of a web form titled "ADMINISTRATOR". Inside the form, there are two labeled input fields. The first is labeled "SUPPORT EMAIL: *" and the second is labeled "BOUNCE EMAIL: *". Both fields are currently empty.

Note: We highly recommend leaving the "Support Email" field blank, so that support requests can be sent to the FormAssembly support team.