Managing Support Email Requests

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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

Team **Enterprise**

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

Support Requests

If an 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.



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