

Support Request Form Template

All questions are optional. Select one answer for each choice question.

Write your answers to the open questions in the space provided.

Describe the issue without including passwords, payment details, or other sensitive information. Provide an email address if you want a reply. This form is for ordinary support requests, not emergencies. All fields are optional.

1. What name should we use when replying?

2. What email address should we use for this request?

3. Which product or service do you need help with?

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All questions are optional. Select one answer for each choice question.

Write your answers to the open questions in the space provided.

4. What were you trying to do?

5. What happened instead?

6. How is this affecting you?

- ☐ I cannot complete an essential task
- ☐ I can continue with a workaround
- ☐ It causes inconvenience but does not block my work
- ☐ I have a general question
- ☐ Something else

7. What have you already tried, if anything?

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All questions are optional. Select one answer for each choice question.

Write your answers to the open questions in the space provided.

8. When did you first notice the issue?
