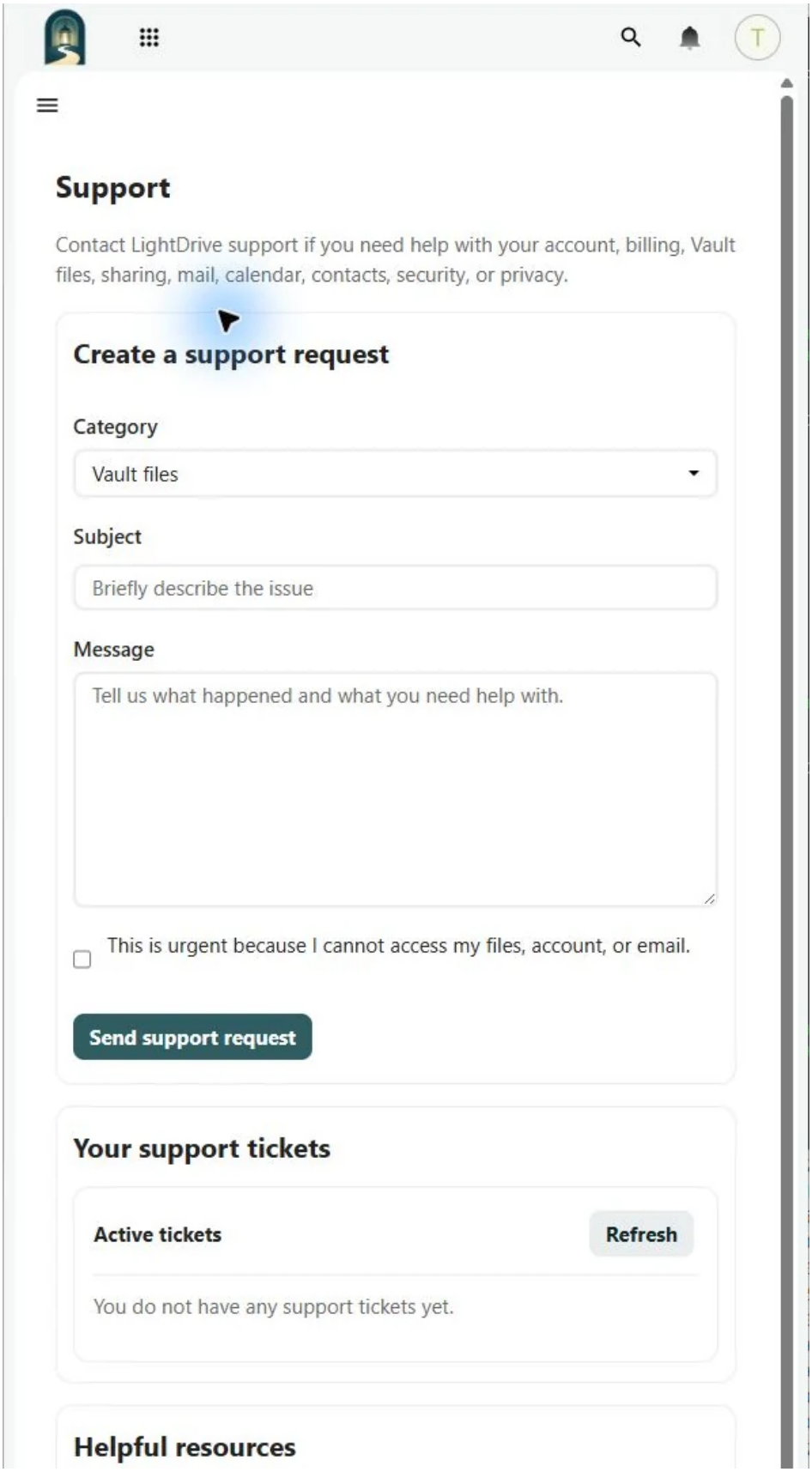
12.2 Creating a Support Ticket

1. Open **Settings → Support**.
2. Select the category that best matches the problem.
3. Enter a brief subject.
4. Describe what happened, what you expected, the device or app involved, and the exact error text.
5. Mark urgent only if you cannot access your files, account, or email.
6. Select **Send support request**.


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Support
Contact LightDrive support if you need help with your account, billing, Vault files, sharing, mail, calendar, contacts, security, or privacy.
Create a support request
Category
Vault files
Subject
Briefly describe the issue
Message
Tell us what happened and what you need help with.
This is urgent because I cannot access my files, account, or email.
Send support request
Your support tickets
Active tickets
Refresh
You do not have any support tickets yet.
Helpful resources

The Support form asks for a category, concise subject, and the details needed to investigate the problem.

The form accepts text up to 10,000 characters and does not accept attachments. Describe a screenshot’s important text in the message. LightDrive assigns a ticket key and stores the conversation in your Support page.

Current online article: https://help.lightdrive.one/lightdrive-support/creating-a-support-ticket

Generated October 2, 2026