12.1 Getting Help

Use the Help Center first for setup instructions and common troubleshooting. For an account-specific problem, open **Settings → Support** in the Vault.

Support can help with sign-in, billing, Vault files, sharing, mail, calendar, contacts, security, privacy, and account status. It cannot recover information after permanent deletion or bypass a valid legal or policy requirement.

Include the exact error, affected app or device, when the problem began, and the steps that reproduce it. Never place a main password, Vault app password, LightDrive client password, backup code, payment-card number, or other authentication secret in a support message.

Current online article: https://help.lightdrive.one/lightdrive-support/getting-help

Generated September 30, 2026