12.5 Support Email Notifications

LightDrive sends a confirmation to the verified recovery email when a support request is received. When a staff member replies, LightDrive sends the response to that recovery address and also creates a Vault notification that opens the ticket.

The email is a notification copy. Read and answer the authoritative conversation under **Settings → Support**; replying to the notification email does not append a message to the ticket.

If notifications are missing, check Spam and Junk and confirm the recovery email under **Settings → Account**. The ticket page remains available even when an email delivery is delayed.

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

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