12.6 When to Mark a Request Urgent

Mark a support request urgent only when you cannot access your files, account, or email. The checkbox in the form states that rule directly.

Examples include a complete sign-in failure, loss of access to stored files, or an account condition that prevents all email use. A feature question, cosmetic problem, optional configuration request, or isolated file issue is not urgent.

Urgent marking helps Support identify access emergencies; it does not guarantee an immediate response or change the result of a security, billing, legal, or policy review. Include enough detail for Support to understand what is inaccessible and when it began.

Current online article: https://help.lightdrive.one/lightdrive-support/when-to-mark-a-request-urgent

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