2.6 Where to Get Help

Start with the Help Center for setup instructions, feature explanations, and troubleshooting.

Search the manual

Use the search control in the Help Center header. Search for the feature name, device, or exact error text. The Troubleshooting chapter collects the most common connection and account problems.

Contact LightDrive Support

In the Vault, open **Settings → Support**. Enter a clear subject and describe what happened, what you expected, the app or device involved, and the steps that reproduce the problem. The support form does not accept attachments, so include the exact error message in the description.

Mark a request urgent only when you cannot access your account, files, or email. Use the ticket page in the Vault to read responses, add a reply, or close the request.

Current online article: https://help.lightdrive.one/getting-started/where-to-get-help

Generated October 2, 2026