LIGHTDRIVE HELP CENTER

LightDrive User Manual

Chapter 12 - LightDrive Support

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Chapter 12 - LightDrive Support

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.

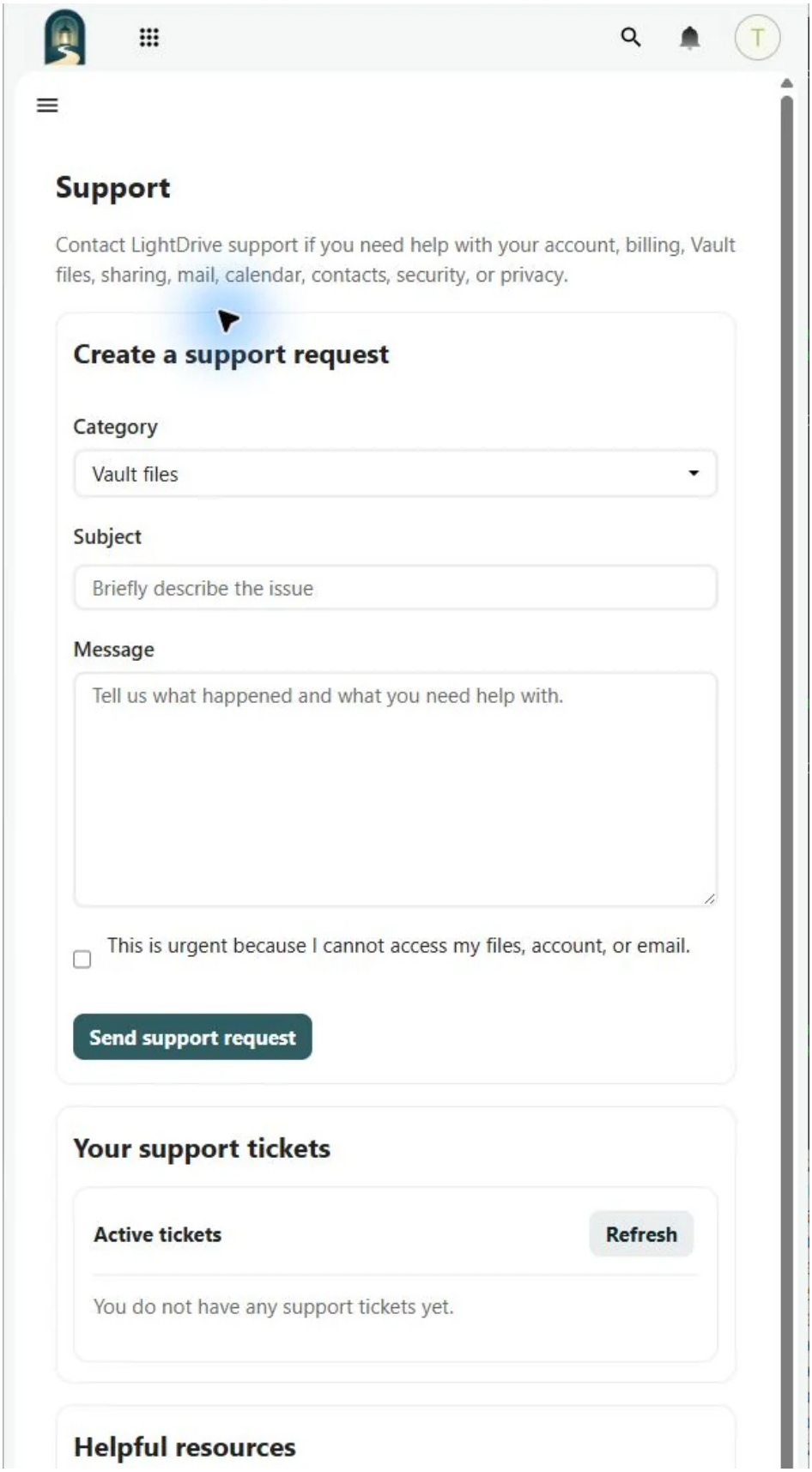
Support can help with sign-in, billing, Vault files, sharing, mail, calendar, contacts, security, privacy, and account status. It cannot recover information after permanent deletion or bypass a valid legal or policy requirement.

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

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**.


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

12.3 Viewing Your Support Tickets

Open **Settings → Support** and scroll to **Your support tickets**.

Active tickets appear first. Select one to read the complete conversation and current status. Use **Refresh** to request the latest messages. Closed tickets are kept in a separate collapsible list.

Status reflects who needs to act: Open indicates an active request, Pending user indicates that Support is waiting for your response, and Closed ends that conversation.

A closed ticket cannot receive another reply. Create a new request if the issue returns and refer to the earlier ticket key when it is relevant.

Current online article: https://help.lightdrive.one/lightdrive-support/viewing-your-support-tickets

12.4 Replying to Support

Open **Settings → Support**, select the active ticket, enter your response in its reply field, and submit it.

Keep all information about one problem in the same ticket. Include new error text, the result of requested tests, and any change in symptoms. Do not include main passwords, Vault app passwords, LightDrive client passwords, backup codes, or payment-card details.

Reply from the Support page even when you received an email copy of the staff response. An ordinary reply to that email is not added to the ticket conversation.

Close the ticket when the issue is resolved. A closed ticket remains available for reference but cannot be reopened through the reply form.

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

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

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