

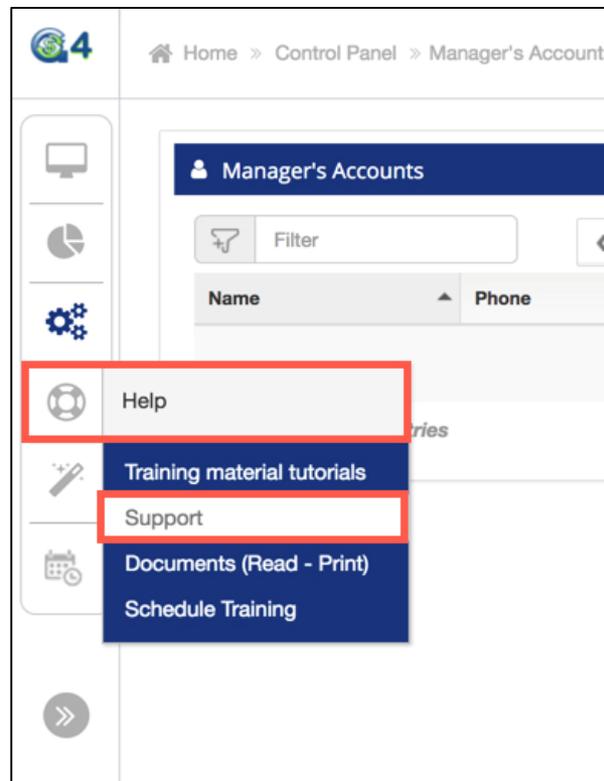


# How to Request Support

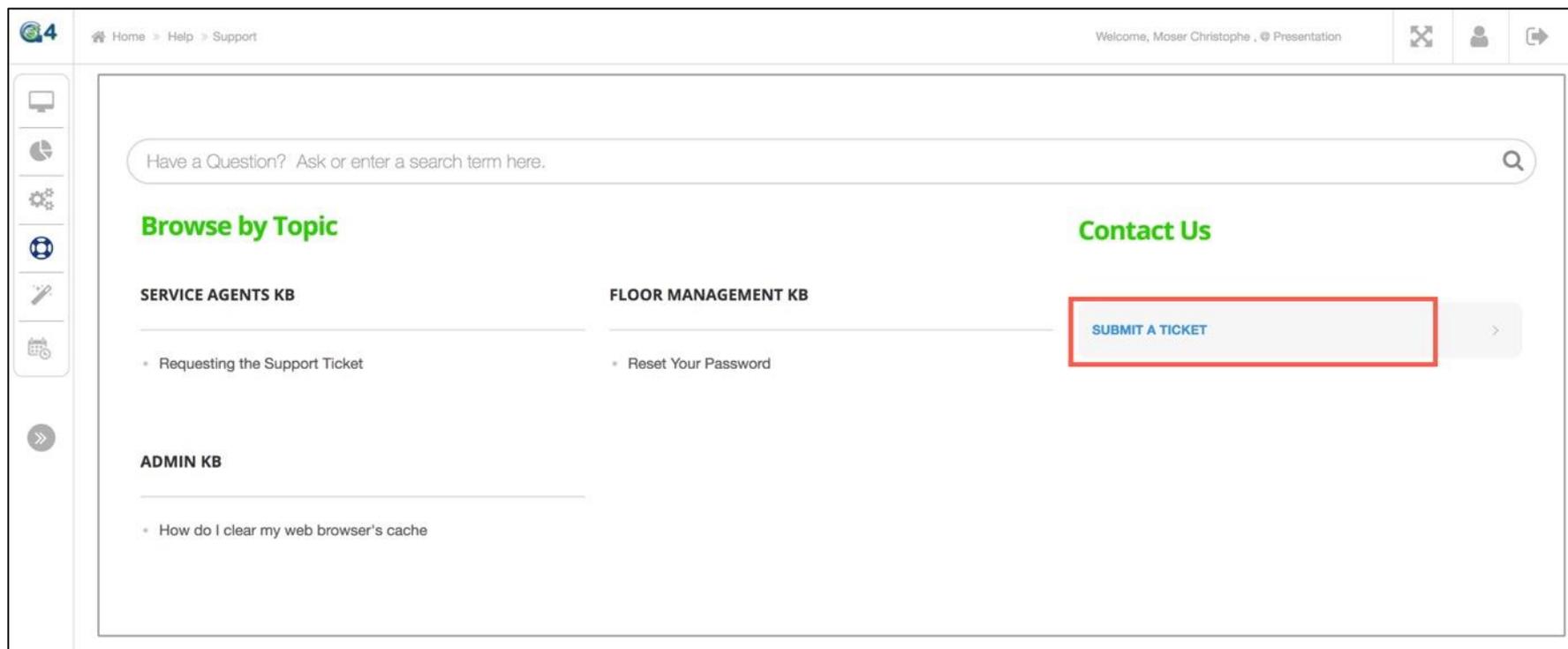
## 1. Log on to your Account

- Go to the GratShare Portal: [www.gratshare.com](http://www.gratshare.com) and log on to your account using your credentials

## 2. From the Navigation Bar, top left of the Portal Select "Help" and choose "Support"

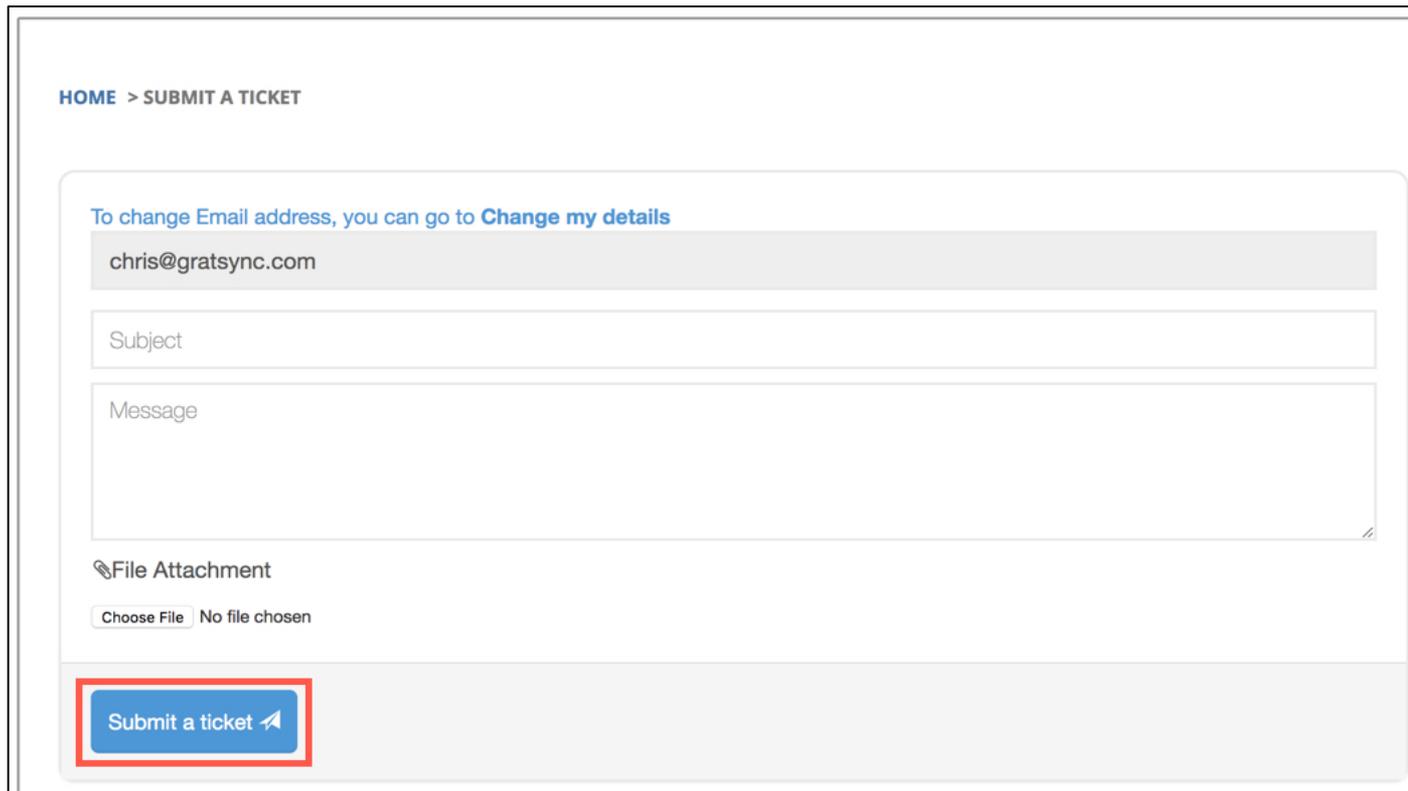


3. On the next page, click on **“Submit a Ticket”**



#### 4. Add a Subject line and message, with the issue you are having

- You may attach a file to help our team resolve your issue
- Finally, click on **“Submit a Ticket”**

A screenshot of a web form titled 'SUBMIT A TICKET'. The breadcrumb 'HOME > SUBMIT A TICKET' is at the top left. Below it is a link: 'To change Email address, you can go to Change my details'. The form contains a text input field with 'chris@gratsync.com', a 'Subject' input field, and a 'Message' text area. Below these is a 'File Attachment' section with a 'Choose File' button and the text 'No file chosen'. At the bottom, a blue button labeled 'Submit a ticket' with a right-pointing arrow is highlighted with a red rectangular border.