

# How to Access the Support Portal

## Objectives

- Access the Support Portal

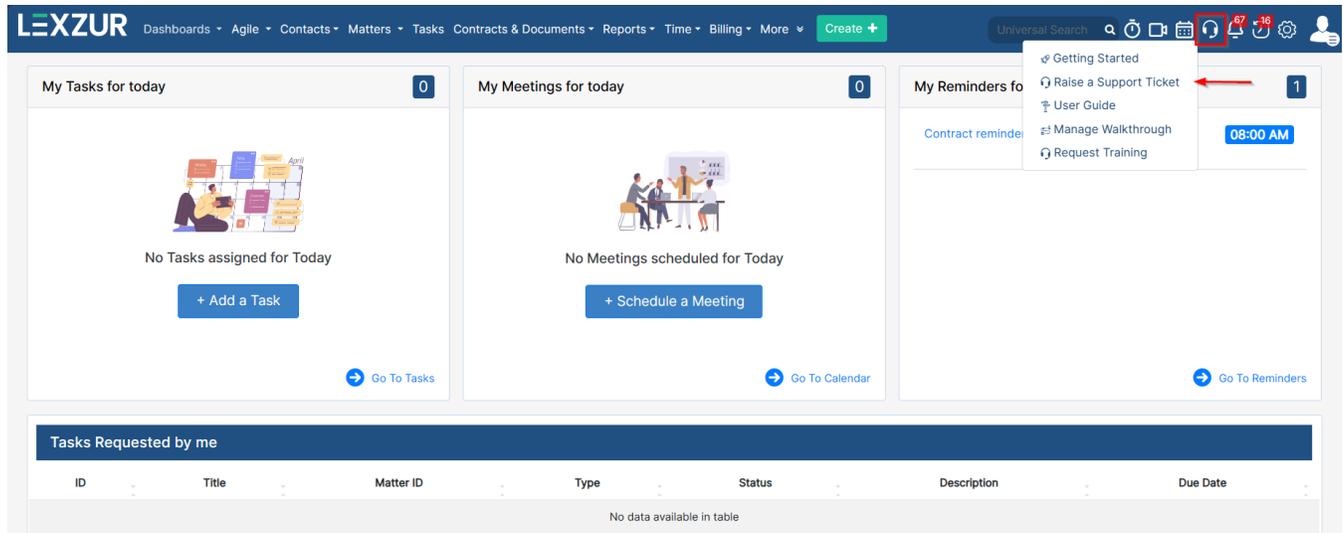
## Steps

In LEXZUR, There are several ways to contact LEXZUR Support Team.

- Through the Support Button on the Footer



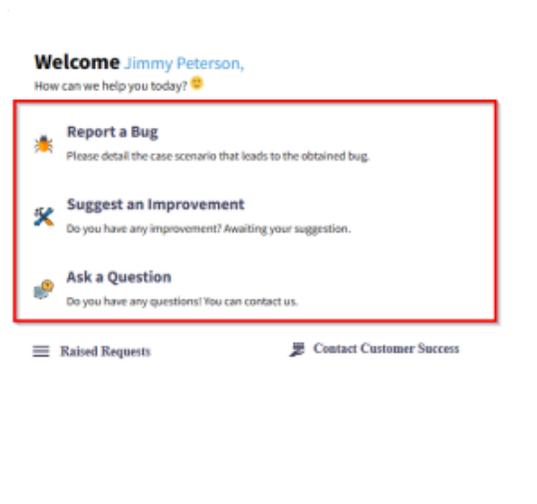
- Head to the Support Icon in the main menu.



Click on **Raise a Support Ticket** to request help from Support.

There are 3 types of requests:

1. **Report a Bug:** If you have any issues with the Application
2. **Suggest An improvement:** If you have any improvement suggestions
3. **Ask a Question:** If you have any questions about LEXZUR



If you click on any of the options, you will be redirected to a page to enter the question, the details related to the request, and you have the option to attach any file or screenshots that might help us then press on **Send**.

How can we help?

Describe what you need in brief(one sentence).  
Add any details that might help us help you.

For example, what are you trying to do and what's happening? What has changed recently?

Drag and drop files, paste screenshots, or  
[browse](#)

LEXZUR Support Team will receive your request immediately.

After creating your request, you will receive an email that your request has been received. Click **View Request** to see the status of your request.

You have the ability as well to check the Raised Requests and to communicate with LEXZUR team by adding your comments in the comment box and attaching some additional documents.

[← Raised Requests](#) 

[A4LS-3663](#) change "المهام" to "المهام"  
 2023-05-18 12:44 PM Done

 (2)  (1)

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[A4LS-3599](#) add restrictions on the journals  
 2023-05-04 8:20 AM Escalate to Dev

 (1)  (0)



You can track requests by status, by creator, by type, or search for requests.

- Chat with human agents through the chat portal

At the bottom right of the page, you have a chat icon, where you can communicate with human agents if you have any inquiries and want a fast answer.

The screenshot shows the LEXZUR dashboard with a dark blue header. The header includes the LEXZUR logo, navigation menus for Dashboards, Agile, Contacts, Matters, Tasks, Contracts & Documents, Reports, Time, Billing, and More, a Create button, and a Universal Search bar. On the right side of the header are icons for notifications (67), a calendar, a clock, and a user profile.

The main content area is divided into three columns:

- My Tasks for today:** Shows 0 tasks. Text: "No Tasks assigned for Today". Button: "+ Add a Task". Link: "Go To Tasks".
- My Meetings for today:** Shows 0 meetings. Text: "No Meetings scheduled for Today". Button: "+ Schedule a Meeting". Link: "Go To Calendar".
- My Reminders for today:** Shows 1 reminder. Text: "Contract reminder". Time: "08:00 AM". Link: "Go To Reminders".

Below these columns is a table titled "Tasks Requested by me". The table has columns for ID, Title, Matter ID, Type, Status, Description, and Due Date. The table is currently empty, with the text "No data available in table" and "Showing 0 to 0 of 0 entries".

At the bottom right of the dashboard, there is a blue circular chat icon with a white speech bubble, which is highlighted with a red square.

All you have to do is to enter your email address and start the chat.

# Hi There 🙌

Welcome to Lexzur Chat Support!

For more learning materials visit [the Knowledge Base](#) and the [YouTube channel](#)

➤ New Conversation

## Conversations



Jimmy  
Test

November 8, 17:54



Add free **live chat** to your site



For more information about LEXZUR, kindly reach out to us at [help@lexzur.com](mailto:help@lexzur.com).

Thank you!