

How to Access the Support Portal

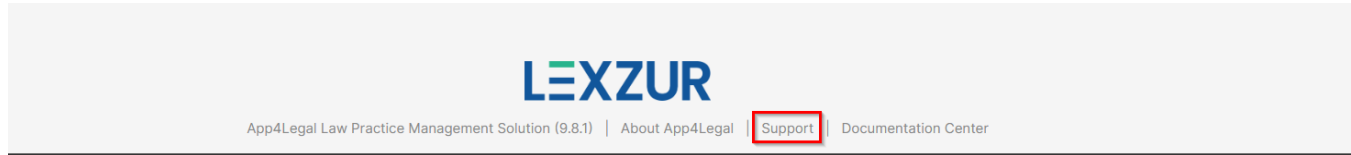
Objectives

- Access the Support Portal

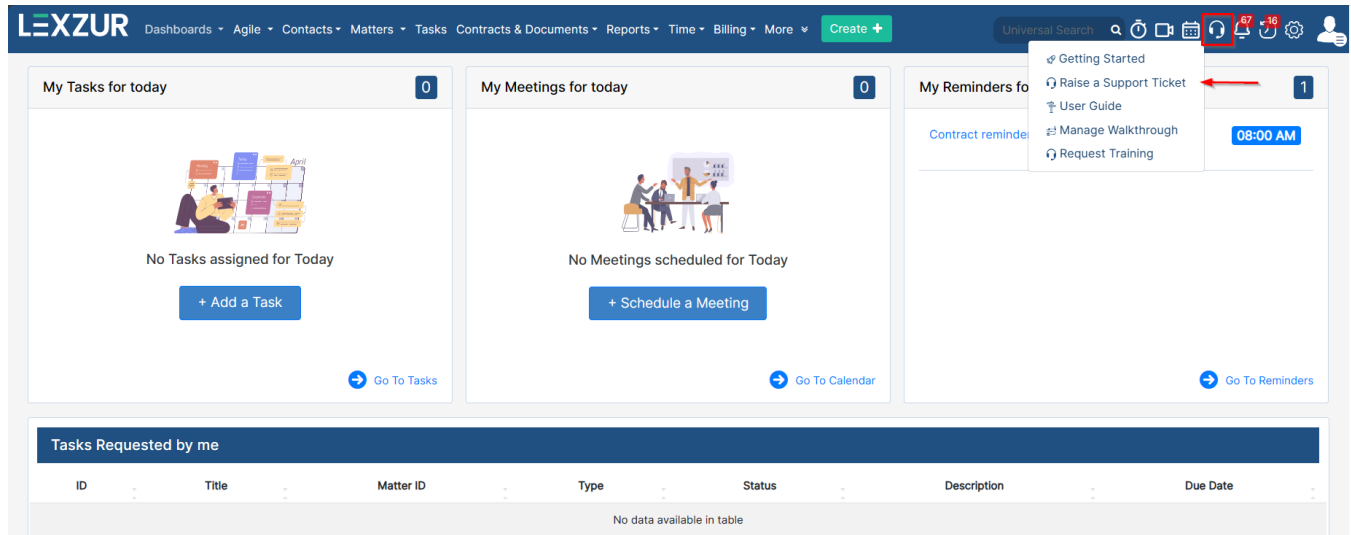
Steps

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

- Through the Support Button on the Footer



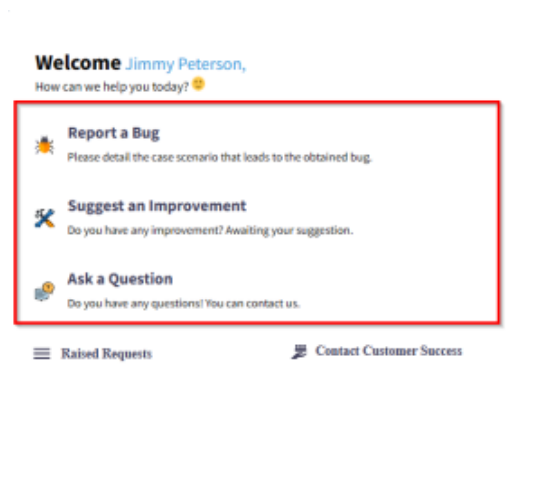
- Head to the Support Icon in the main menu.



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)

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.

LEXZUR Dashboards ▾ Agile ▾ Contacts ▾ Matters ▾ Tasks Contracts & Documents ▾ Reports ▾ Time ▾ Billing ▾ More ▾ Create + Universal Search 🔍 📅 📞 67 📧 16 ⚙️ 👤

My Tasks for today 0

No Tasks assigned for Today
[+ Add a Task](#)
[Go To Tasks](#)

My Meetings for today 0

No Meetings scheduled for Today
[+ Schedule a Meeting](#)
[Go To Calendar](#)

My Reminders for today 1
Contract reminder ✕ 08:00 AM
[Go To Reminders](#)

Tasks Requested by me

ID	Title	Matter ID	Type	Status	Description	Due Date
No data available in table						

Showing 0 to 0 of 0 entries

PreviousNext

Tasks Assigned to me

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.

Thank you!