

Getting help

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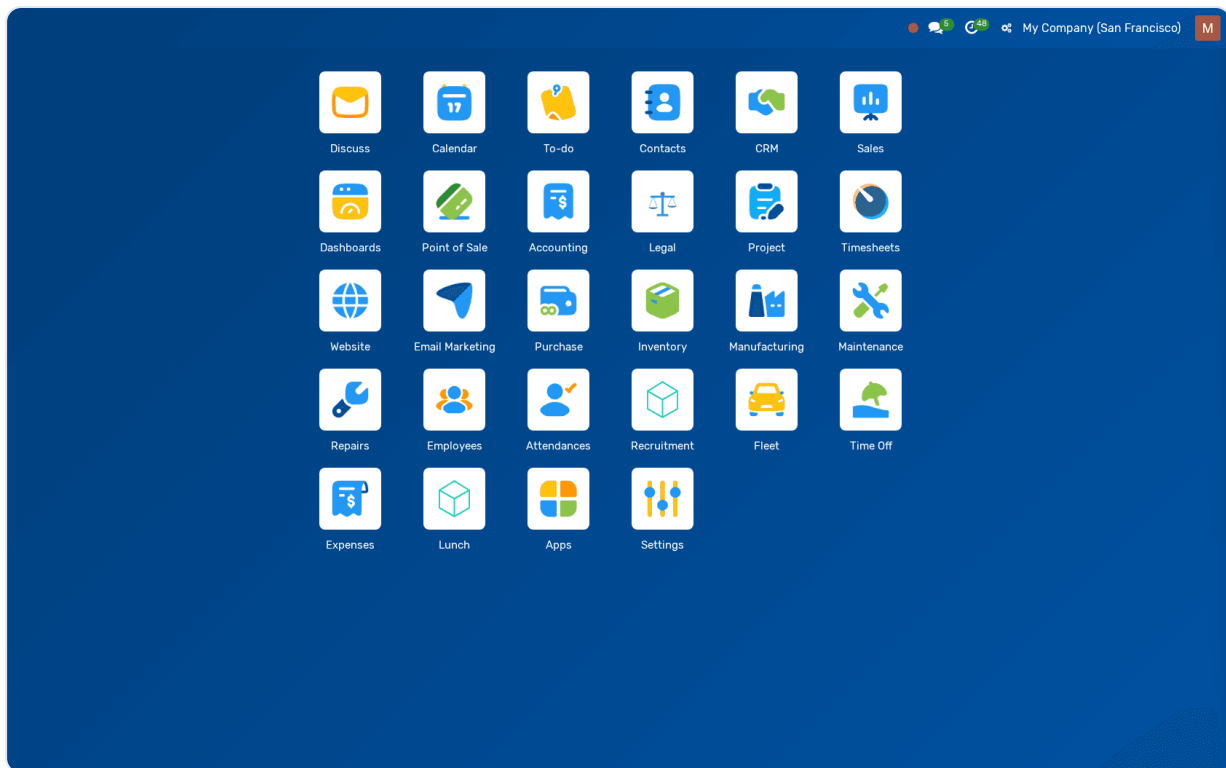
Overview

Support is the route in the signed-in user menu for reaching the configured support destination. Use it when you need help beyond the work area currently open.

If you need to...	Go to
Locate the support route	Find Support
Open the support route	Use Support
Understand what the route provides	When Support is not reachable
Finish with the application route	What happens next

Before you start

You need the signed-in application shell before you can open the user menu. **Support** is listed in that menu.



Prerequisites

- Sign in to the application.
- Open the signed-in user menu.

Find Support

The item is available in the user menu for reaching help from the application shell.

1. Open the signed-in user menu.
2. Look for **Support** in the menu.

Result: The **Support** item is visible in the signed-in user menu.

Use Support

Support takes you from the application shell to the configured support destination.

1. Open the signed-in user menu.
2. Select **Support**.

The **Support** action is configured to open the support destination in a new browser tab.

Result: The **Support** action is selected.

When Support is not reachable

The Support route is a menu item rather than an in-application support form. It does not carry

data-entry fields, grids, validation groups, confirmation dialogs, or inline error messages.

No support-flow message is declared.

1. Open the signed-in user menu.
2. Check whether **Support** is listed, then follow the matching alternative:

If you see...	Do this
Support	Select Support to continue to the configured support destination.
No Support item	Open the signed-in user menu again and check the menu entries.

Result: You know whether **Support** is available in the signed-in user menu, and you can select it when it is listed.

What happens next

The application route is `/web`. The application shell does not display a support-flow message, dialog, or stage-change readout for this route.

When you select **Support**, continue in the configured support destination.