

Getting Help

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If you are not sure where to start, this page will help you find the right support information in Sherkety ERP & Website Platform documentation.

Start with the documentation

For most questions, the fastest answer is usually in the documentation.

If you are trying to understand how to use a feature, begin with the section that matches what you are doing:

- Public website browsing and visitor actions
- ERP module pages and package information
- Admin sign-in and dashboard use
- Content editing and page updates
- Services, pricing, settings, and user management

If something is not working as expected, go to [Help & Troubleshooting](#). That section is the best place to check common problems, possible causes, and next steps.

If you have a quick question, check [FAQ](#). This is useful for common visitor questions about services, packages, demos, trials, and general use of Sherkety ERP & Website Platform.

Find help by what you are trying to do

I am exploring services or ERP modules

If you are comparing offerings, reading about modules, or deciding whether to request a demo or start a trial, use the pages related to:

- business services
- company registration options
- accounting services

- startup packages
- ERP apps and module pages
- pricing and package comparisons

You may also find answers in [FAQ](#), especially for common pre-sales questions.

I need help using the website in another language

If you want to browse Sherkety ERP & Website Platform in a different language, look for documentation about language switching and multilingual browsing. If page content appears incomplete or different between languages, check [Help & Troubleshooting](#) first.

I am an authorized user working in the admin area

If you sign in to manage content or settings, look for the documentation that matches your task, such as:

- dashboard use
- editing page content
- managing services
- updating pricing
- changing site settings
- managing users
- maintaining search preview information

If you cannot sign in, cannot see a page, or do not have access to an action you expected, go to [Help & Troubleshooting](#).

When to use FAQ

Use [FAQ](#) when your question is short and practical, for example:

- What services are available?
- How do I request a demo?
- How do I start a trial?
- Where can I compare packages?
- How do I contact the company?

If your question needs step-by-step guidance, the main documentation or [Help & Troubleshooting](#) will usually be more useful than the FAQ.

When to use Help & Troubleshooting

Use [Help & Troubleshooting](#) if you are facing a problem, such as:

- a page not loading properly
- content not appearing as expected
- trouble signing in
- missing permissions in the admin area
- language or display issues
- actions that do not save
- confusion about where to find a setting or management page

That section is designed to help you identify the issue and choose the next step.

Contacting support

If the documentation and troubleshooting guidance do not solve your issue, contact the Sherkety team through the support or contact channels provided on the website.

Use the contact option that best matches your need, such as:

- general contact forms
- sales inquiry options
- demo request forms
- trial request options
- WhatsApp or other listed contact channels
- social media contact links where appropriate

When contacting support, it helps to include:

- what you were trying to do
- the page or area you were using
- what happened instead
- whether the issue affects one language or more than one
- whether the issue happens every time

If you are not sure where to go

Use this simple path:

1. Look for the feature guide related to your task.

2. If something is wrong, check [Help & Troubleshooting](#).
3. If your question is common and short, check [FAQ](#).
4. If you still need help, contact the Sherkety team through the available support channels.

Related pages

- [Help & Troubleshooting](#)
- [FAQ](#)