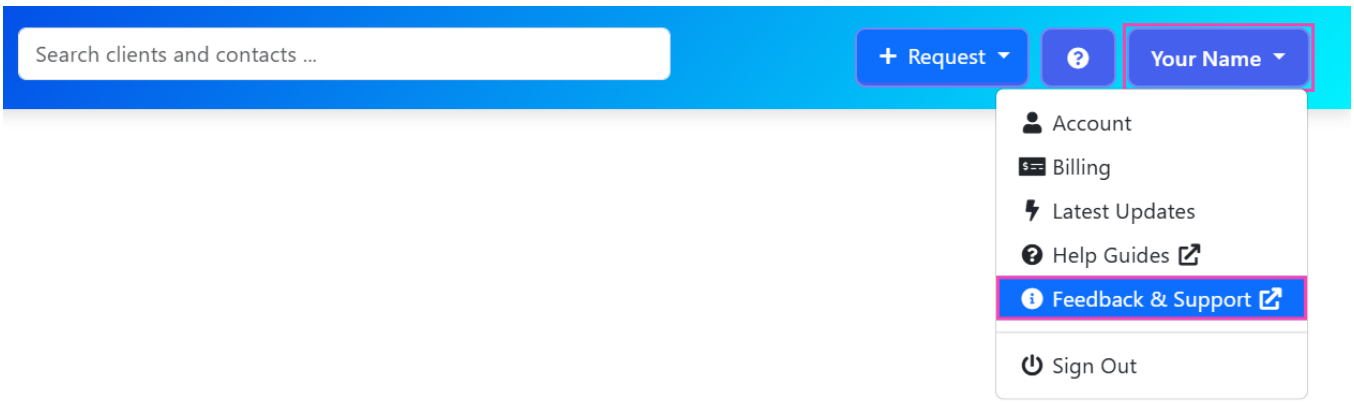
Contact support

Getting Started · https://seamlss.com.au/help/contact-support/

Stuck, found a bug, or have a question about your account or bill? Send it to the Seamlss team from inside the app. A person reads every ticket, and we usually reply within one business day.

In Seamlss: your name at the top right of any screen, then **Feedback & Support**.

Open the support form



Click your name at the top right. The menu shows your own name, not this one.

Send a ticket

1

Open the menu

Click your name at the top right of any screen in Seamlss.

2

Choose Feedback & Support

The support form opens in a new browser tab, so Seamlss stays open where you were.

3

Fill in the form

Your name, email and company name, then pick what it's about. In **Message**, say what you clicked, what you expected and what you saw instead. If it's about one client or request, name it.

4

Tick the consent box, if you're happy to

It lets us look at your account. That is often the quickest way to find what went wrong. You can leave it unticked.

5

Click Send

You'll see a page that says the team has your message.

Ask our team

A person reads every one. We usually reply within a business day, and we stay on it until it is sorted.

Name *

Name

Email *

Email

Phone

Phone Number

Company name *

Company Name

What is it about? *

Short description of your query

Message *

Detail around your query

☐ **I consent to support accessing my account if required. It is often the quickest way to find what went wrong.**

Send

Protected by reCAPTCHA. Google's privacy policy and terms apply.

The support form. Fields with a star are required.

Can't log in? You don't need Seamlss open to reach us. Go straight to **the support form** and choose **Account & Login**.

What happens next

1

You see the confirmation page

It says "Thanks, we have it". Your ticket is with the team.

2

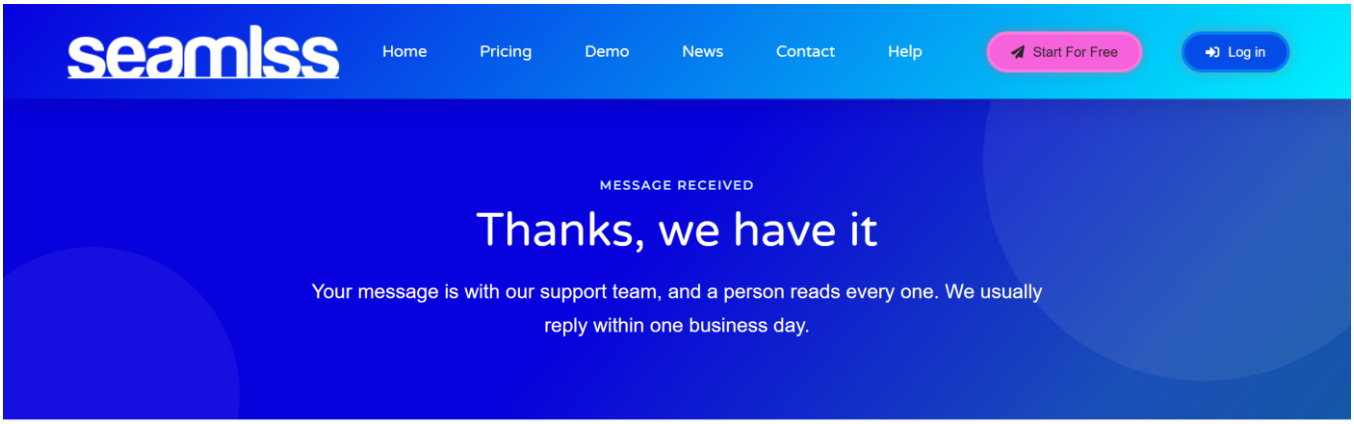
We reply by email

The reply comes from **help@seamlss.com.au**, usually within one business day. Add that address to your safe senders so it doesn't go to junk.

3

Reply to add more

Send a screenshot or anything else that helps by replying to our email. It all stays on the one ticket until it's sorted.



Where you end up after clicking Send.

Cancelling, or asking about a refund? Use the same form and choose **Billing**. The Billing page in Seamlss manages your payment details; it doesn't cancel your subscription.

Something not working?

Nothing seemed to happen when I clicked Feedback & Support

The form opens in a new tab, so check your other browser tabs. Or go straight to **the support form**.

The form won't send

Check every field with a star is filled in, including what it's about. If it still won't send, email **help@seamlss.com.au** with the same details.

I haven't had a reply

Check your junk folder for **help@seamlss.com.au**. If there's nothing after a business day, reply to our email or send the form again and mention your first message.

It's my client who is stuck, not me

Send your client **the ID check guide for clients** or **the client area guide**. If they're still stuck, send us a ticket with their name and the request.