

Request access or product support

Send enough information for useful triage without disclosing credentials or project-confidential material.

Task: Reach the correct team and retain a usable support reference.

Audience: Prospective users, customers and partners

Owner: Obedience Support

Version 2026.08 | Reviewed 2026-08-13 | Next review 2026-10-13

What to send

- Your name, work email, practice or organisation and professional role.
- The product or commercial task you are trying to complete.
- For a fault, what you expected, what happened and the page involved.

What not to send

Never include a password, authentication code, payment card detail, signing secret or unapproved client-confidential document. A support agent will arrange a controlled evidence route if more information is required.

After submission

Keep the ticket reference and reply through the same thread. Product access remains invite-only during the controlled testing period, so a request is not an automatic account approval.