

Support Request Template

Use this template to submit a high-signal request. It accelerates triage and reduces back-and-forth. Last updated: 2026-01-09

QUICK INTAKE CHECKLIST

- Confirm whether the issue is platform-wide on the Status page.
- Capture the exact page/URL and what you expected vs what occurred.
- Note the approximate timestamp and your timezone.
- Include the provider and tenant context (if applicable).
- Attach screenshots of errors or empty states (avoid sensitive data).

REQUEST DETAILS

Copy/paste the fields below into your email and fill them in.

Category	Support Billing/Access Security Feature
Subject line	[SUPPORT] Short summary of the issue
Your account email	
Org / tenant identifier	
Page / area affected	e.g., /platform/mission-control
Expected behavior	
Actual behavior	
Error message (if any)	
Start time (approx.)	
Impact / severity	Low Medium High (and who is impacted)
Steps to reproduce	

SECURITY AND PRIVACY NOTES

- Do not send passwords, API keys, refresh tokens, or secrets.
- Redact sensitive personal or customer data from screenshots and logs.
- If reporting a suspected vulnerability, use the subject prefix [SECURITY] and include minimal reproduction steps.
- SYNTRIX may request additional details through the same channel to validate and remediate.