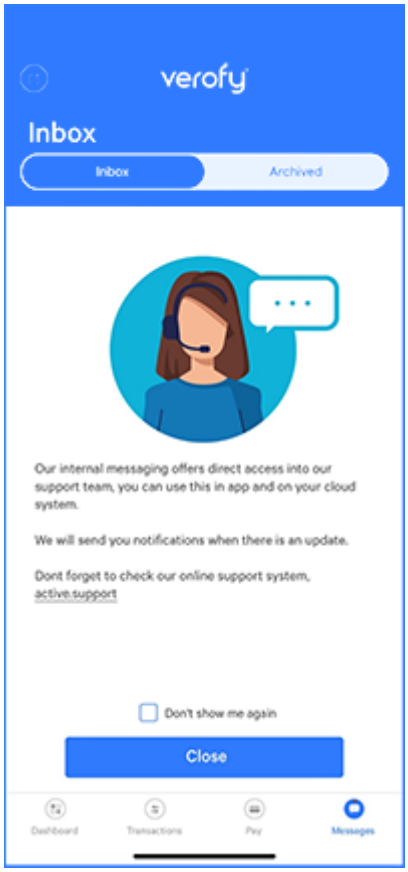
Contact us via Verofy® App/Verofy® Cloud

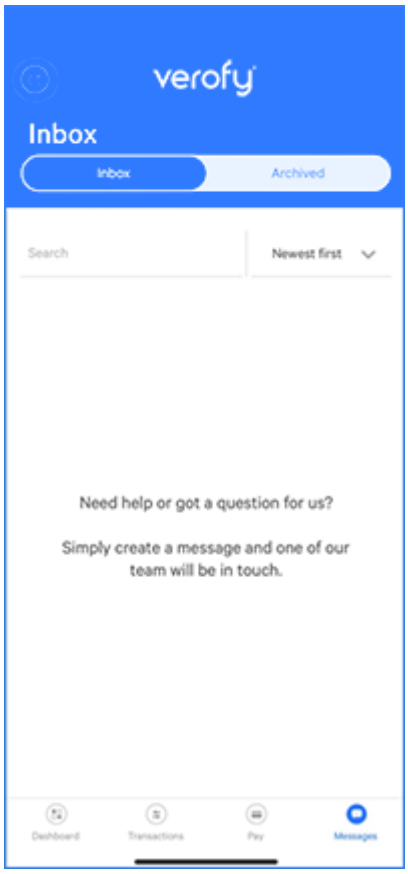
Our active support team will be happy to assist as quickly as they can when you message us.

Contacting us via Verofy® App

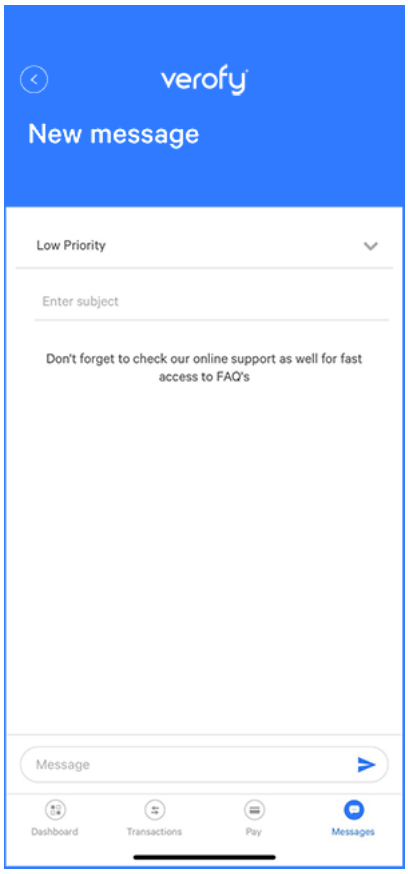
1. Log into the Verofy® App and select **Messages** from the tab at the bottom of the screen.



2. Start a new message by clicking the icon in the top left of the screen.



3. Create your message by adding the subject then writing your message. You can set priority via the drop down at the top of the screen. Once you're ready to send, press the blue arrow.



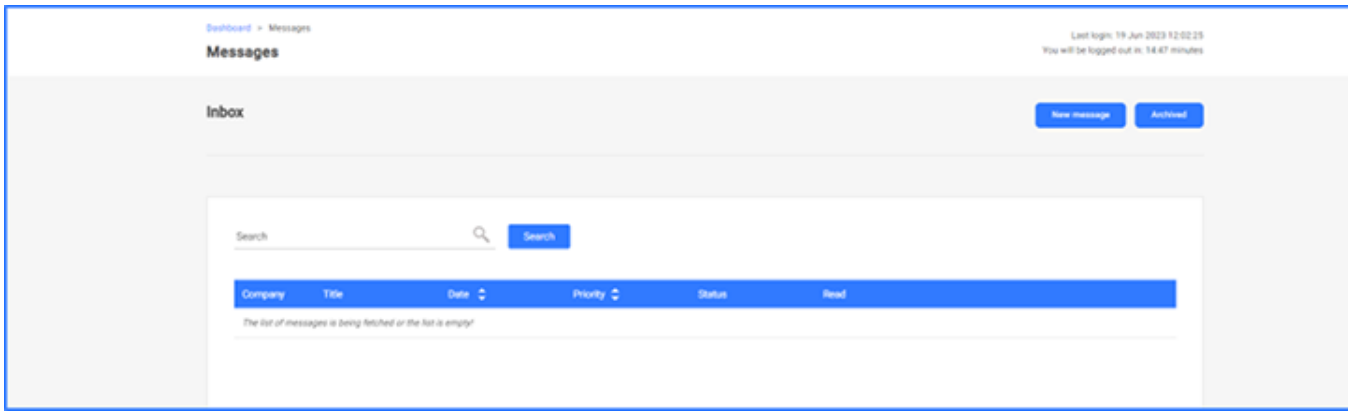
4. We'll receive your message, and work on it as soon as we can. We recommend having push notifications enabled for the Verofy® App, so you'll know as soon as we've sent you a message back.

Contacting us via Verofy® Cloud

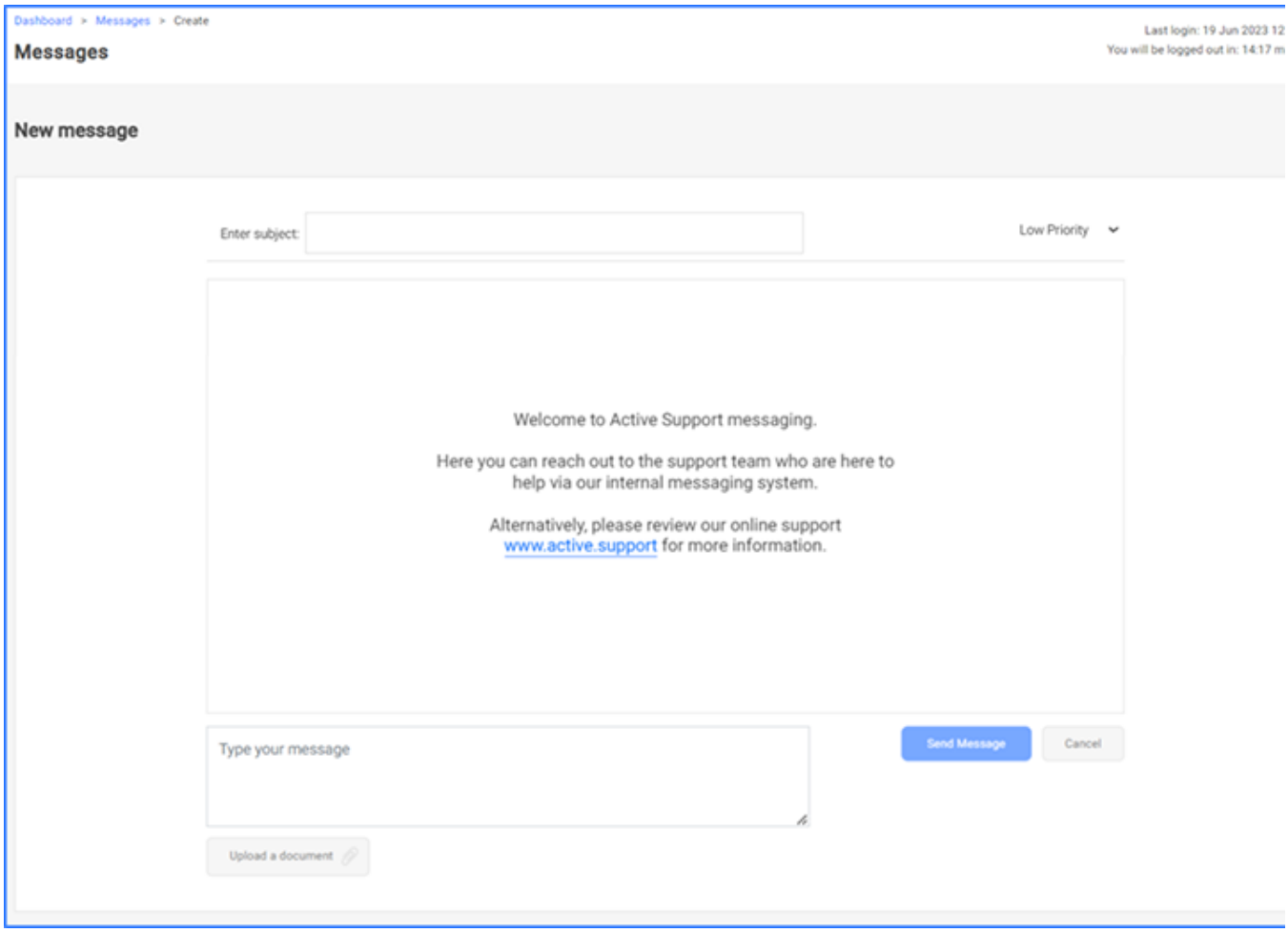
1. Login to Verofy® Cloud, and look for the envelope icon at the top right of the banner at the top of the screen.



2. This is your message centre. You can send us a message by pressing the **New message** button.



3. Create your message by adding the subject then writing your message. You can set priority via the drop down on the right hand side. You'll also be able to upload attachments if you need to. Once you're ready to send, press **send message**.



4. We'll receive your message, and work on it as soon as we can. We'll send notifications when there's an update.

Revision #7
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Updated 9 May 2024 14:01:49 by Verofy® Support