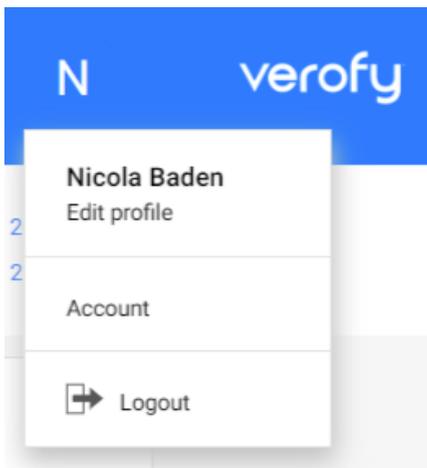


Request support on your product(s)

You can request support on any of your products in Verofy® Cloud. Start by **logging in** and head to the first initial of your name in a circle at the top right of the screen - this is the user profile section.



From here, select the **Account** option. You'll be directed to the Account details tab. You need to click into the **Products** tab to find all your products.

Dashboard > Account > Products

Last login: 21 May 2024 15:40:54
You will be logged out in: 28:56 minutes

Account details **Products**

Name	Serial number	Finance start	Finance end		
 Verofy® Move (Wifi/GPRS)		11 May 2023	11 May 2024	Request Support	Add logo
 Verofy® Move (Wifi/GPRS)		5 Jan 2024	5 Jan 2024	Request Support	Add logo
 Verofy® Move (Wifi/GPRS)		5 Jan 2024	5 Jan 2024	Request Support	Add logo
 Verofy® Virtual Terminal		11 May 2023	11 May 2024	Request Support	

From here, you can press **Request Support** if you need to request support on a particular product. This will open the **Message centre**. From here, you can write a message to us about your

product. Our system will add the product information to the message to help us identify which product you need to ask us about.

[Back to inbox](#)



Welcome to Verofy Support

Here you can reach out to the support team who are here to help via our internal messaging system.

We also have an online support guides that can be accessed here: www.verofy.support

For urgent assistance with terminal-related matters, please call: **0330 460 4672**

Monday to Saturday: 8am to 11pm
Sunday: 10am to 5pm

For all other enquiries, feel free to call us Monday to Friday:
9am to 5:30pm

Press **Send message** to send your query, we'll get back to you in no time!

You can track any message responses in the [message centre](#)..

Revision #6

Created 14 May 2024 17:15:00 by Verofy® Support

Updated 22 May 2024 11:28:48 by Verofy® Support