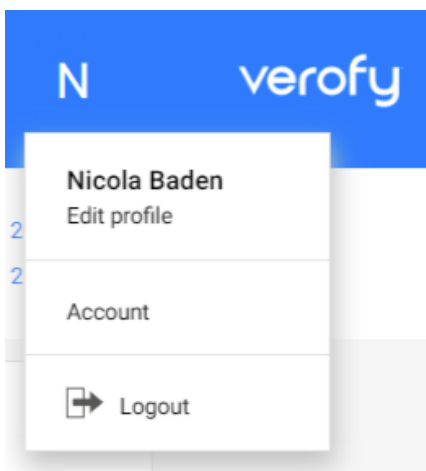


# Request support on your product(s)

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	<a href="#">Request Support</a>	<a href="#">Add logo</a>
 Verofy® Move (Wifi/GPRS)		5 Jan 2024	5 Jan 2024	<a href="#">Request Support</a>	<a href="#">Add logo</a>
 Verofy® Move (Wifi/GPRS)		5 Jan 2024	5 Jan 2024	<a href="#">Request Support</a>	<a href="#">Add logo</a>
 Verofy® Virtual Terminal		11 May 2023	11 May 2024	<a href="#">Request Support</a>	

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.

Dashboard > Messages > Create

Last login: 10 May 2024 10:14:56  
You will be logged out in: 28:58 minutes

Back to inbox

Subject

Type your message

verofysupport

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](http://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

Upload a document

Send message

Cancel

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