

# Requesting support

We understand that you sometimes can get caught up by unexpected obstacles.



Or you just want to make sure your setup is perfect. In any case, our team is on stand-by to provide the optimal single sign-on solution for your users.

## What to include in a support query

- Atlassian product and version
- Version of Kantega Single Sign-on
- Are you using Kerberos? If so, please include screenshot of Kerberos test page and the debug information text in the bottom of page.
- Are you using SAML? If so, with what Identity provider? Also please include screenshot from SAML test result page and the debug information text in the bottom of page.
- What is the problem you are facing, and did this work earlier?
- Do you have any theories on what could be making the problem occur?

## Use our Customer Service Portal (recommended)

See above for what to include in a support query and file a support request through our [customer service portal](#).

## Or send us an email

See above for what to include in a support query and send us a mail at [servicedesk@kantega-ss.com](mailto:servicedesk@kantega-ss.com)

## Or book a meeting with us

Use the calendar to book a meeting with us. In a meeting we may perform screen sharing either for you to show your setup, or for us to demonstrate how to set up our product. If you cannot see the calendar below, you can also find it here: <https://kantega-ss.com/youcanbook.me/>

