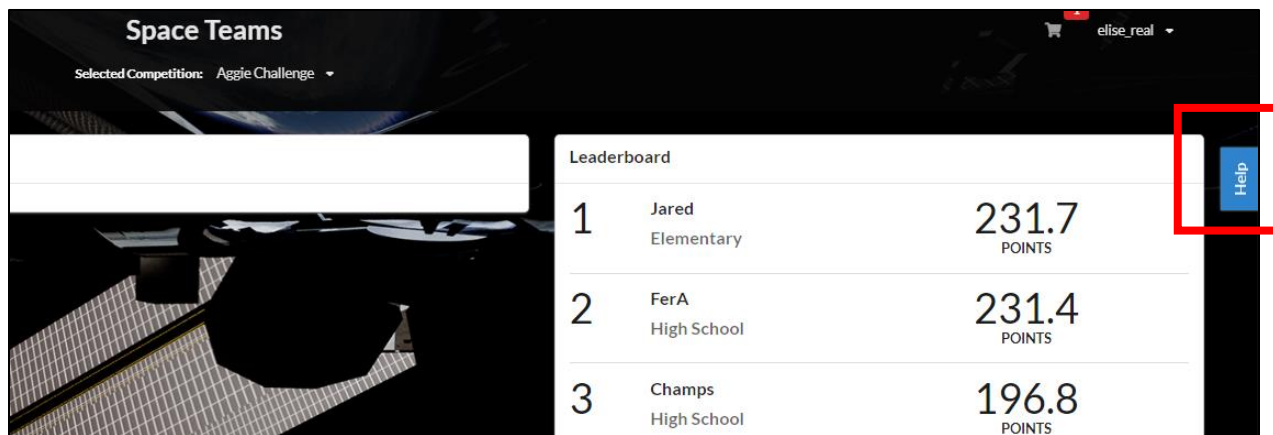


SPACE TEAMS

Contacting Support Guide

1. Navigate to: <https://dashboard.spacecraft-vr.com/>
2. Click on the "Help" button on the right.



3. Fill in your contact information and description of the issue.
 - The email used in this ticket is the one Space Teams Support will reply to, so keep a look out for a response there!
 - Please allow 24 hours for responses! We work with different time zones and are not always able to offer live replies.

The screenshot shows the "Space Teams Support" form and a "Knowledge Base" sidebar. The form has the following fields:

- Name* (text input)
- Email* (text input)
- Subject (text input)
- How can we help you? (text area)
- Word Verification (image with text "MUHL51" and a refresh button)
- Submit (button)

The Knowledge Base sidebar on the right contains a search bar and a list of links:

- Knowledge Base
- Countdown to Launch Checklist
- Teacher/Mentor Guide
- Hardware Test Guide
- SpaceCRAFT Download & Setup Guide
- Team Creation Guide
- Dashboard Account Creation Guide
- Organization Account Creation Guide
- Space Teams Learning Platform Guide

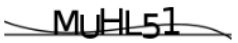
4. If you want to add a screenshot or other attachment to the ticket, you may do so by clicking on the clip icon. Then, navigate to the file you want to attach and click “Open”.



Space Teams Support

Name* Email*

Subject

How can we help you?



Submit

Knowledge Base

Countdown to Launch Checklist

Teacher/Mentor Guide

Hardware Test Guide

SpaceCRAFT Download & Setup Guide

Team Creation Guide

Dashboard Account Creation Guide

Organization Account Creation Guide

Space Teams Learning Platform Guide

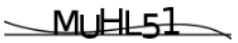
5. Fill out the word verification and hit “Submit”. You will receive a confirmation pop-up that the ticket was sent, as well as an email to your contact email address.



Space Teams Support

Name* Email*

Subject

How can we help you?



Submit

Knowledge Base

Countdown to Launch Checklist

Teacher/Mentor Guide

Hardware Test Guide

SpaceCRAFT Download & Setup Guide

Team Creation Guide

Dashboard Account Creation Guide

Organization Account Creation Guide

Space Teams Learning Platform Guide

6. Note: Check out the “Knowledge Base” section on the right hand side of the support ticket for links to our help guides!