

VAULTO SUPPORT GUIDE

December 2024

SUPPORT CHANNELS

✉ Email: support@vaulto.ai

✉ Discord: discord.gg/vaulto

✉ Telegram: t.me/vaultoAI

✉ Twitter: [@vaultoAI](https://twitter.com/vaultoAI)

COMMON ISSUES & SOLUTIONS

Wallet Connection Issues:

✉ Ensure your wallet is unlocked

✉ Check if you're on the correct network

✉ Try refreshing the page

Transaction Failures:

✉ Verify sufficient gas fees

✉ Check network congestion

✉ Ensure sufficient token balance

SUPPORT HOURS

Monday - Friday: 9:00 AM - 6:00 PM UTC

Weekend: Limited support available

ESCALATION PROCESS

1. Check our FAQ section first
2. Contact support via email or Discord
3. For urgent issues, use our priority support channel

EMERGENCY CONTACT

For critical security issues, contact security@vaulto.ai