

# VAULTO SUPPORT GUIDE

December 2024

## SUPPORT CHANNELS

✉ Email: [support@vaulto.ai](mailto:support@vaulto.ai)

✉ Discord: [discord.gg/vaulto](https://discord.gg/vaulto)

✉ Telegram: [t.me/vaultoAI](https://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](mailto:security@vaulto.ai)