

GitHub Support documentation

GitHub offers different levels of support with each product, including community forum support and limited email support for everyone, full email support for all paid products, and 24/7 email and callback support with a service level agreement (SLA) if your account includes GitHub Premium Support.

Overview

Start here

Creating a support ticket

You can use the GitHub Support portal to create a support ticket and speak to GitHub Support.

Viewing and updating support tickets

You can view your support tickets, collaborate with colleagues on tickets, and respond to GitHub Support using the GitHub Support portal.

About ticket priority

You can communicate the severity of your issue and how it is affecting you and your team by setting the priority of your support ticket.

Providing data to GitHub Support

Since GitHub Support doesn't have access to your environment, we sometimes require some additional information from you.

Popular

About GitHub Support

You can contact GitHub Support for help troubleshooting issues you encounter while using GitHub.

Creating a support ticket

You can use the GitHub Support portal to create a support ticket and speak to GitHub Support.

All GitHub Support docs

Learning about GitHub Support

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