Navigating Kahua's Support Site

Support.kahua.com

Kahua

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Searching for a Help Article

To search for a help article that will help answer potential questions, you can do the following:

1. ## Find the Search Box

On Kahua's support website, there is a search box in the center of the page.

2. ## Enter your Search Query

Click this box to begin entering your question. Search for a topic like the question you have to produce a broad result or narrow it down by being more specific.

3. ## Browse Options

Once you have typed in your question, click enter and begin to browse the articles available from the results shown.

4. ## Select your Article

When you have found your article, click the article title to open the article. The information available should address the issue you have.

Submitting a Ticket

Additionally, if you need to submit a ticket, you can follow the instructions below:

1. ## Locate the "Submit a Ticket" button

At the top of the Kahua Support webpage, find the navigation bar and click the "submit a ticket" button.

2. ## Complete the ticket form

Upon clicking the button, you should be directed to a page where you must fill out a form for your ticket. This form contains:

   1. **Email address,**
   2. **Ticket type (question, data/access request, error/defect, performance issue, enhancement request)**
   3. **Product (Kahua, Kahua for Federal Network, Kahua for Subcontractor, Project DocControl)**
   4. **Ticket Description box**
   5. **Attachment drop box**
   6. **Subject line**

3. ## Double-check your information

   Once you have filled out the necessary information for the ticket form, you can double-check what you have written.

4. ## Submit the Ticket

   Upon reviewing your information, you can then submit the form by completing the captcha below the subject line and click the submit button after.

Alternatives

If none of the options above are suitable for your question, you can visit Kahua's main office based in Alpharetta call their number, or send an email to their support team via the information below:

1. **Address: 10000 Avalon Blvd, Suite 600, Alpharetta, Georgia 30009**
2. **Phone Number: (470) 524-8250**
3. **Email: support@kahua.com**