

# Support tab

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## Support



this page is archived

## Email

Use this tab to email your questions to COMPanion's Customer Support team. Include a title in the Subject field and describe the nature of the problem you need help with or the question you need answered in the Email Message field.

Circulation	Items out (QE)	Charges	Support	Special	Command Help (?)
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**Email**

Subject	To: Select From List... ▼
Reply To	
Email Message	

Send

For example, if you have a question about how something in Alexandria works, choose Customer Support from the drop-down menu. Or, if you come across some documentation that seems too convoluted to understand, you can select UX Team from the drop-down menu and send your questions or concerns to those who maintain our Support Center and help resources.



You will not be able to send email to the Customer Support team if you haven't yet provided an email address in the Sites Management interface or properly configured your administration email settings.

Alexandria won't check to see if your email address is valid, so any address that seems legitimate will be accepted. If you are using this technique to fool Alexandria, don't forget to explain why in your message and provide correct return contact information—otherwise, Customer Support will respond to your fabricated email address and you won't receive the help you need.