How to Prepare a Useful Support Request

What to know

- Use the Report Issues page below Account in the producer dashboard. Provide the affected page title and a clear description. Attach PNG, JPG, WEBP, or PDF evidence if helpful. The published support target is a reply within 48 hours.

Step-by-step

1. Open the Report Issues page beneath Account.
2. Enter the affected page title and describe the issue, including steps to reproduce.
3. Attach PNG, JPG, WEBP, or PDF evidence where relevant, then submit and retain the confirmation if shown.

Before you finish

Check the result in the current producer dashboard and, where relevant, on the published website. Save the affected page URL and screenshots if you need support.

Publication review: Confirm the exact labels and current feature behavior against the live BeatKongs build before making this article public.

Attached files:

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Unique solution ID: #1274
Author: BeatKongs Support
Last update: 2026-10-19 18:48

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