Open a support ticket

Support lives inside the console, so you do not have to prove who you are or which organization you belong to — we already know.

Opening one

Support ? New ticket:

- **Subject** — specific beats polite. "Cursor requests failing with 424 since Tuesday" gets a faster answer than "Problem with Cursor".
- **Priority** — low, normal, high or urgent.
- **Message**
- **Attachments** — up to **5 files per message, 10 MB each**.

What to attach

- A **log bundle** from **Diagnostics** if the problem is on a developer's machine. Request logs from the device, download the bundle, attach it — it contains event logs only, never prompt content.
- A screenshot of what the developer sees.
- The time the problem started, in a time zone you name.

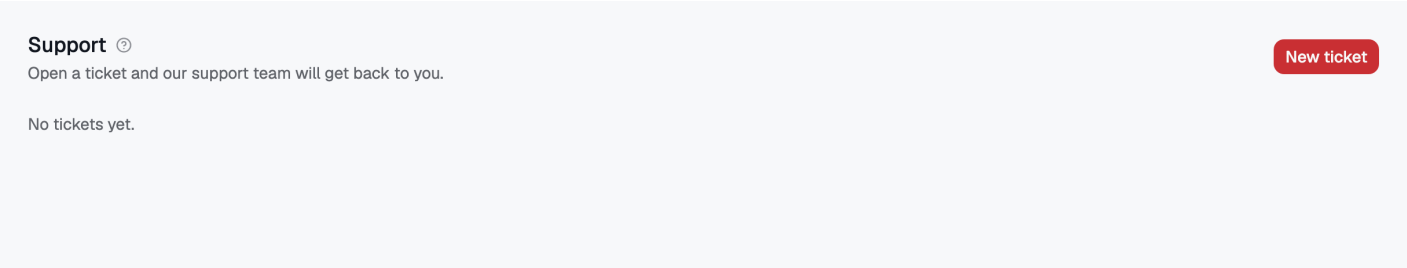
What we can and cannot see

We can see your configuration, your device inventory, and that requests happened with the outcomes your policy produced.

We **cannot** read your captured conversations. If the answer depends on the content of a prompt, you will need to tell us what was in it — and you should redact it first.

Replying by email

Replies to the notification email are attached to the ticket. You do not have to come back to the console to continue a conversation.



Support — open a ticket from here; replies arrive by email and land back on this screen.

Revision #14
Created 2026-08-02 10:20:12 UTC by Sentilai Docs
Updated 2026-08-06 04:31:21 UTC by Sentilai Docs