

Support

How to get help, who to contact, and what to include in a problem report.

- [Getting help and contacting support](#)

Getting help and contacting support

There are two different places to get help, and they reach different people. **BlueOneHR support** is the team behind the product, reached by e-mail or WhatsApp. **Help Desk tickets** go to people in your own organisation.

<https://www.youtube-nocookie.com/embed/fHHWvNF8DMo>

[Get help: support channels and how to report a problem](#)

Contact BlueOneHR support

These are the contacts the BlueOneHR website lists on its Contact page and in its footer:

- **E-mail:** support@blueonehr.com. The website suggests it for a pricing conversation or a technical question about your own setup, when you would rather write it down.
- **WhatsApp:** [WhatsApp support](#). The website suggests it for pricing, a migration or a question about your own setup.

The same **WhatsApp support** link, together with **Terms** and **Privacy**, is in the footer of the Control Panel pages where you start a trial, join a workspace and sign in to the billing portal.

Support hours and response times are not published. The website does not state any, so this page does not either, and no support level or turnaround is promised here.

If you are an employee and cannot sign in, ask your HR team first: see [Signing in](#). For questions about the price of the plan, or about an invoice, see [Trial, pricing and billing](#).

Raise a ticket inside BlueOneHR

Help Desk is your organisation's own ticketing screen. It is how you tell your own HR or IT team about a problem. The **Forward To** choices on the form are departments, job positions and people in your own workspace, and nothing on the form addresses BlueOneHR itself, so use the contacts

above to reach BlueOneHR.

1. Open your organisation's BlueOneHR. If you have a **Help Desk** item in the sidebar, choose it, then **Tickets**. Otherwise choose **My Tickets**, which opens the same Tickets list.
2. Select **+ Raise Ticket**.
3. Fill in the required fields, which are marked with an asterisk: **Title**, **Owner**, **Description**, **Ticket Type**, **Priority**, **Status** and **Forward To**. **Deadline**, **Tags** and **Attachments** are optional.
4. Select **Raise Ticket**.

The ticket then appears in your **My Tickets** list. For what each list shows, and the other Help Desk screens, see [Help Desk and FAQs](#).

What to put in a problem report

Whichever route you use, a report that answers these questions can usually be acted on without a second round of questions:

1. **What you were doing.** The page or menu path you were on, and what you selected, in order.
2. **What you expected** to happen.
3. **What actually happened.** Quote any message on the screen exactly.
4. **When it happened**, with the date and time, and whether it happens every time or only sometimes.
5. **Which workspace and account** it was, so the person helping can find the right one.
6. **A screenshot**, if you can. Check it before you send it: crop it or hide anything personal, such as salary figures, bank details or identity numbers. Never include a password, a sign-in link or a one-time code in a report or a screenshot.

Terms and privacy

The [Terms of Service](#) and the [Privacy Policy](#) are on the BlueOneHR website. They are the same pages the website and the Control Panel link to in their footers.

Related

- [Help Desk and FAQs](#)
- [Signing in](#)
- [Trial, pricing and billing](#)