How to get help

This documentation, including images, videos and text, is accurate as of Version 5.12 of Pascal.

We strive to keep our documentation up to date with each release to ensure it remains a reliable resource for our users. However, given the dynamic nature of our software development, there might be instances where changes introduced in subsequent versions are not immediately reflected in this documentation. We encourage users to refer to **the latest release notes** and to use the feedback mechanism for any discrepancies or requests for clarification.

The Pascal support team can be contacted if questions arise about Pascal, data you are looking for is missing, or when you have an idea to make Pascal better. We are always eager to hear from our users about their experience using Pascal or to help them understand Pascal better.

Support with Pascal

The following options are available to communicate with our team:

- Mail us - This option will open your default email provider and start composing a new message to send to our Pascal support team (**pascal.support@vartion.com**).
- Live chat - This option will open the live chat in Pascal which allows you to chat with someone from our support team. Note that due to different time zones, our support team may not always respond immediately.
- Malfunction report - This option will open a new window where you can describe the issue you encountered in Pascal with an option to upload images related to the issue.
- Data coverage - This option will open a new window where you can describe the data you are missing in Pascal. An option is present to upload images related to the missing data.
- Feature request - This option will open a new window where you can describe the feature you would like to see in Pascal with an option to upload images related to the requested feature.

You can find these options by following these steps:

1. Select your initials in the top right corner.

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Need help?

| Documentation | Tutorials | Live chat | Mail us |

Have feedback?

Feature
When you have an idea to improve Pascal   >

Data
When data is incorrect, missing or outdated   >

Malfunction
When something isn't working   >

Pascal 5.12.3   System status

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