

Support within Pascal

Ideas to improve Pascal? Have you found an issue in Pascal or have a question? Here you can find how to get our help or give your feedback to our team.

- [How to ask help from our support team](#)
- [How to share your great ideas for Pascal](#)
- [How to share that Pascal isn't working as expected](#)

How to ask help from our support team

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.

If questions arise about Pascal or you would like some more information about a certain feature in Pascal, it is useful to talk to our support team.

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.

You can find these options by following these steps:

- 1 Select your initials in the top right corner.
- 2 Click on Need help?.



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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When data is incorrect, missing or outdated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



How to share your great ideas for Pascal

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If you have a feature or change you would like to see in Pascal, you can share your ideas with our support team. We are always eager to hear from our users how they like Pascal.

Sharing your ideas

The following options are present 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) with the feature you would like to be added to Pascal.
- **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 feature you would like to request.

You can find these options by following these steps:

- 1 Select your initials in the top right corner.
- 2 Click on Need help?.



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How to share that Pascal isn't working as expected

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If you encounter an issue in Pascal, you can provide feedback to the developers of Pascal. We will take a look at the issue you encountered. If it is a malfunction of Pascal we will fix it as soon as possible, otherwise our support team will help you and explain the situation.

Sharing issues in Pascal

The following options are present 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).
- **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 you described.

You can find these options by following these steps:

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- 2 Click on Need help?.



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