How to Submit a Bug or Support Ticket

General · https://coreel.ai/help/how-to-submit-a-bug-or-support-ticket/

Need help with something that isn't working? Before submitting a ticket, take 30 seconds to check our help center — most issues have a documented fix you can use right away. If you can't find an answer, file a ticket and the support team will jump in.

This article walks you through the recommended path: search help first, then submit through the Feedback portal if you need human help.

Step 1 — Search help first

There's a **help search widget** in the **lower-right corner** of every page in coReel. It's the fastest way to find an answer.

1. Look for the small chat-bubble or question-mark icon in the bottom-right corner of any screen.
2. Click it to open the help widget.
3. Type a keyword for your issue ("captions not showing," "send failed," "extension button missing," etc.).
4. The widget surfaces matching help articles.
5. Click any article to read it directly — no need to leave the page.

Most issues — failed sends, expired integrations, missing extension buttons, caption issues, deliverability questions — have a help article that gives you a fix in under a minute.

Success Check: You found an article that solves your issue, and you can get back to work without needing to wait for a human.

Step 2 — If help didn't have the answer, submit through Feedback

If the help articles didn't address your issue, you can submit a bug report or support ticket through the in-app **Feedback** portal.

1. Click **Feedback** in the navigation menu.
2. Click **+ New Feedback** (or **Submit**).
3. Set the **Category** to **Bug** or **Support** (whichever fits — see below).
4. Fill in:
   - **Title** — a clear one-line summary (e.g., "Send fails with 500 error on Outlook").
   - **Description** — what you were doing, what happened, what you expected, and any error messages you saw.
5. Submit.

The support team reviews submissions regularly and will respond inside the feedback item, in your email, or both depending on urgency.

Bug vs. Support — which to choose

Bug — something is broken or behaving incorrectly. The product isn't doing what it's supposed to do.

Examples:

- A button does nothing when clicked
- A page shows a 500 error
- Captions never finish processing
- A CRM contact lookup returns wrong results

Support — you need help understanding or configuring something, but nothing is technically broken.

Examples:

- "How do I set up a sender domain on Keap?"
- "Why aren't my CTAs being tracked?"

- "How do I cancel my subscription?"

If you're not sure which category fits, pick the one that feels closer — the team will re-categorize if needed.

What to include in a bug report

The more specific you are, the faster we can help. Include:

1. **Steps to reproduce** — what exactly did you click, type, or upload?
2. **What you expected** — what should have happened?
3. **What actually happened** — what did happen, with error messages quoted verbatim if any.
4. **Where** — desktop web, Chrome extension, mobile iOS, mobile Android?
5. **When** — approximate time it happened. "Today around 2pm ET" is plenty.
6. **Browser/OS** — Chrome on Mac, Safari on iPhone, etc.
7. **Screenshots or screen recording** — if you can capture one, attach it. A 10-second screen recording is worth a thousand words.

Urgent issues

If something is **production-critical** — you can't send to clients, you got logged out and can't get back in, multiple users on your team can't use the product — mark the ticket as **Urgent** in the description (or use whatever the urgent flag is on the Feedback portal in your account).

Urgent tickets get prioritized over routine support and bug reports.

If your account is fully locked out and you can't even reach the Feedback portal, email support directly — the support email is on our Support page.

What happens after you submit

You'll see your ticket appear in the Feedback portal under the **Bugs** or **Support** category (or wherever your account organizes them). The team works through the queue and you'll be notified —

via in-app notification and/or email — when:

- The team responds with questions, a fix, or a workaround
- The bug is identified, queued, or fixed
- A fix ships to production

For routine bugs, expect a first response within a business day. For urgent issues, much faster.

Tips that make tickets resolve faster

- **One issue per ticket.** Bundled reports take longer to triage.
- **Quote exact error messages.** Don't paraphrase — copy/paste.
- **Try to reproduce it once more.** Sometimes it was a one-off network blip and the second attempt succeeds, which is useful to know.
- **Mention what you've already tried.** "I cleared cache and re-signed in but the error persists."
- **Be specific about scope.** "Only fails on Outlook sends, Gmail works fine" narrows the problem instantly.

Troubleshooting the submission flow itself

The help widget in the bottom-right corner isn't there. Refresh the page. If still missing, try a different browser (an aggressive privacy extension may be blocking it). You can also navigate directly to coreel.ai/help and search there.

The Feedback portal won't load. Check that you're signed in. If you're signed in and still can't load it, try signing out and back in. If still broken, the issue is itself a bug — email support directly.

I submitted but never heard back. Check your spam/promotions folder for notification emails. If routine response times have elapsed (more than a business day or two), comment on your own feedback item to bump it — that often draws fresh attention.