

Contacting Support

Category: Introduction

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Reading Time: 2 min

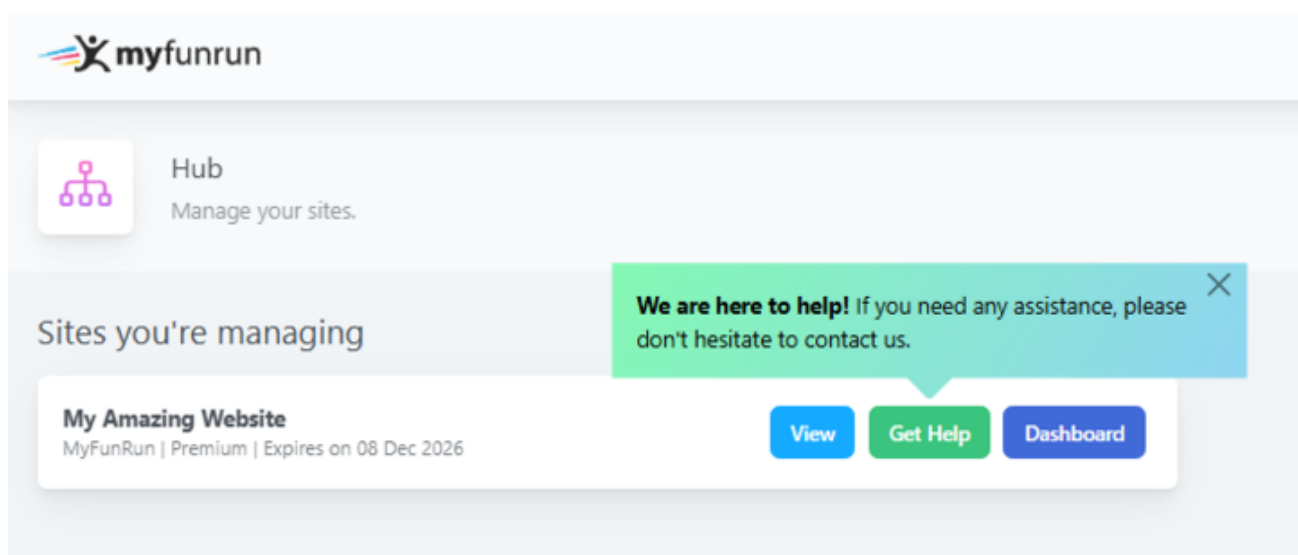
Need Help? Contact Our Support Team

If you need assistance with your website, event, fundraising campaign, or account, you can easily contact our support team through **Get Help**.

Step 1: Open the Help Center

From your Hub, locate your website and click the Get Help button.

This will take you directly to the Support section, where you can view your existing support tickets and create new ones.



Step 2: Create a Ticket or Review your current ones

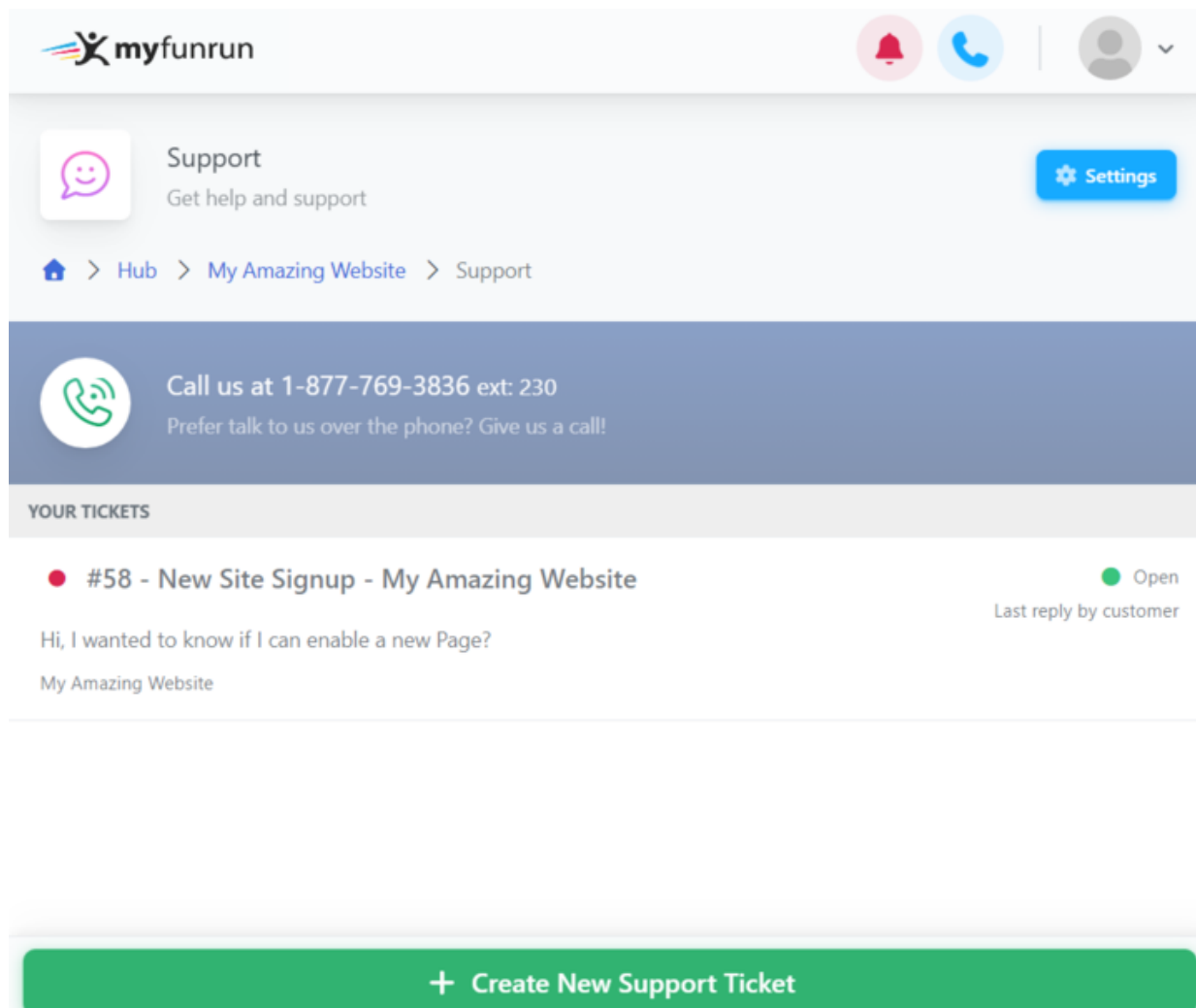
When you arrive in the Support section, you'll see a list of your support tickets.

You can:

1. Review an existing ticket by clicking on the ticket you would like to view or continue. This will open the conversation history and allow you to send additional messages to our support team.
- 2.

Create a new support ticket by clicking Create New Support Ticket if your question or issue is not related to an existing request.

Keeping related questions in the same ticket helps our support team review previous communications and assist more efficiently.



The screenshot displays the myfunrun support interface. At the top left is the myfunrun logo. On the top right are icons for notifications, a phone, and a user profile. Below the header is a 'Support' section with a speech bubble icon, the text 'Support Get help and support', and a 'Settings' button. A breadcrumb trail shows 'Home > Hub > My Amazing Website > Support'. A blue banner contains a phone icon and the text 'Call us at 1-877-769-3836 ext: 230 Prefer talk to us over the phone? Give us a call!'. Below this is a 'YOUR TICKETS' section with one ticket: '#58 - New Site Signup - My Amazing Website' with a red dot, 'Open' status with a green dot, and the text 'Hi, I wanted to know if I can enable a new Page? My Amazing Website'. At the bottom is a large green button with a plus sign and the text '+ Create New Support Ticket'.

Creating a new Ticket

In the Support section:

1. Click Create New Support Ticket.
2. Enter a subject and describe the issue or question you need help with.
3. Provide as much detail as possible so our team can assist you quickly.
4. Attach Pictures or Files

To add an attachment, picture, or files:

1. Click the CLICK HERE TO ATTACH FILES area above the message editor.
2. Select the file(s) you would like to upload.

3. Once uploaded, write your message and click Send Message.

Attaching screenshots is often the fastest way for our team to understand and resolve an issue.

The screenshot displays a support ticket interface. On the left, a blue header contains the ticket ID "#58 - New Site Signup - My Amazing Website" and a "Open" status. Below the header is a green button labeled "Create New Support Ticket". The main area shows a conversation titled "Your request description". The messages are as follows:

- Message 1 (You):** "Hey John, Thank you for the link, I'll get back to your shortly. Regards, Mike" (Timestamp: 2024-07-04 18:03:03)
- Message 2 (John):** "Hello there, Mike I have updated your new page with a new Image. Best Regards, John Designer" (Timestamp: 2024-07-04 18:08:02)
- Message 3 (You):** "Hey John, The image link is working as intended. Regards, Mike" (Timestamp: 2024-07-04 18:11:03)

Below the messages is a light blue box with the text "CLICK HERE TO ATTACH FILES". Underneath is a rich text editor with a toolbar containing options for undo, redo, font, size, paragraph, bold, italic, underline, strikethrough, link, unlink, image, video, table, horizontal line, emoji, link icon, list, indent, and outdent. The editor contains a question mark icon and a large empty text area. At the bottom of the editor, it says "Press Alt+0 for help" and "0 words Build with @tinymce". A blue "Send Message" button is located at the bottom of the interface.

Note: Files must be uploaded directly through the platform. The use of third-party file-sharing

services, such as WeTransfer, Google Drive, Dropbox, or similar services, is not permitted. Users are responsible for ensuring their files meet the platform's size and technical requirements before uploading. If an uploaded image exceeds the **maximum allowed size of 10 MB**, it must be compressed or resized before submission. Managing file sizes before upload is the sender's responsibility, as we cannot process files that exceed the platform's limits.