

Support and Troubleshooting

Need some help? Start here for Troubleshooting guides and how to get in touch for Support

- [Support](#)

Support

What's supported and how to get in touch!

Getting in touch

Need some help? Simply log in to your [EMS Control Panel](#) with the EMS Account associated with your Element Server Suite Enterprise subscription.

Then click the **Your Account** button, found at the top right of the page, then **Help & Support**.



Your Account ▼



Account



Billing



Help & Support

You'll be presented with a contact form:

Help & Support

Please let us know if you are having problems or if there is anything that we can do to help.

Enter your question here, and we will get back to you as soon as possible.

Your support question

Subject

Minimum 50 characters

Submit

Please provide as many details as you can, once submitted, you should receive a confirmation email which you can reply to with any additional information.

Scope of Coverage

- Installation and Operation (Configuring the Installer, Debugging Issues)
- Synapse Usage/Configuration/Prioritised Bug Fixes
- Element Web Usage/Configuration/Prioritised Bug Fixes
- Integrations
 - Delegated Auth (e.g. OIDC/SAML/LDAP) (Add-on)
 - Group Sync (LDAP, AD Graph API, SCIM supported) (Add-on)
 - Our Monitoring Stack (Prometheus, Grafana)
 - Github / Gitlab
 - JIRA
 - Webhooks
 - Jitsi
 - Sliding Sync Proxy
 - AdminBot (Add-on)
 - AuditBot (Add-on)
 - XMPP, IRC and Telegram Bridges

The following items are **not** included in support coverage:

- General Infrastructure Assistance
- K8s Assistance
- Operating System Support
- Postgresql Database Support

Singlenode Deployments

- Element does not support deployment to a microk8s that was not installed by our installer.
- Element does not provide a backup solution.
- Element does not provide support for any underlying storage.

Kubernetes Deployments

- Element does not support deploying the installer created postgresql in a kubernetes environment.
- Element requires that you deploy postgresql separately in a kubernetes environment, external to your Element deployment