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What happens if I have questions or run into problems?

Lindsay Starke - 2026-03-18 - [Comments \(0\)](#) - [Using FieldKit](#)

If you run into issues with your FieldKit Station, please reach out to us [via a support ticket](#). If you would like to discuss your ideas and challenges with other FieldKit users, check out the [FieldKit Community Forum](#) to chat and collaborate with other people using FieldKit around the world.

When submitting a support ticket, the information you provide will help our team help you. Here are tips for making things as efficient as possible:

Subject: A simple one-line description of the issue, like "App screen hangs on 'Fetching station information'."

Category: Select Question if you are curious about something and Problem if you are experiencing an issue.

How can we help?

These details, when applicable, can speed along our troubleshooting process:

- Platform-specific info (Are you seeing issues with your FieldKit station hardware, the mobile app, or the web portal?)
 - **Hardware issues:** Include the name of your station, photographs of your hardware, and upload station logs whenever possible. You can attach these files to your ticket. [How do I get logs off my FieldKit station?](#) You may also want to note whether you have updated firmware recently and what version you are using.
 - **App issues:** Include what mobile device, operating system version, and FieldKit app version you are using (found under Help in the app). Screenshots or screen recordings are often helpful too! You may also send app Diagnostics under Help.
 - **Portal issues:** Include what web browser you are using and the URL or page name you are having issues with. Screenshots or screen recordings are often helpful too!

Steps to Replicate: Guide our team through the steps we can take in order to see this problem happen. The more detail the better. It's also helpful to include what you expected to see versus what you actually saw.