

# Prepare your request

If you need to contact us because you are having trouble with your configuration and have not found a way to solve it using our [troubleshooting tools](#), feel free to **create a request in our [Support Portal](#)**!

We will appreciate if you could **provide as much information as possible** in regard to your request. Are you not sure about what details are relevant? Here you can find **some pieces of information that you could share with us for different features of our app ordered by relevance**.

## Workflow functions

- Specific descriptions and examples of the **expected outcome**.
- The **time when the problem appeared** (e.g. after an update or after creating an issue).
- The **configuration** of the JWT workflow function.
- The **expressions** that are used to configure the JWT workflow function.
- The **type of field** that the function is updating or evaluating.
- **Screenshots** of any of the previous points.
- A zip file with the **logs and the timestamp** of the moment when the problem occurred (optional).
- A **XML file** with a copy of the **Workflow** (optional).

## Automation rules

- Specific descriptions and examples of the **expected outcome**.
- The **JSON file** of the JWT automation rule.
- The **configuration** of the **automation rule**.
- The **configuration** of the Trigger, the Condition, the Selector, or the Action.
- The **type of fields** that the JWT automation rule is updating or evaluating.
- A zip file with the **logs and the timestamp** (optional).
- **Screenshots** of any of the previous points.

## Calculated fields

- **Name** of the calculated field: calculated date-time field, calculated number field or calculated text field.
- Specific descriptions and examples of the **expected outcome**.
- Configuration of the calculated field: **expression** and **display format**.
- The **type of fields** that are being used for the expression.
- **Screenshots** of any of the previous points.

If you still have questions, feel free to refer to our [support](#) team.