

# 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 **configuration** of the JWT function.
- The **expression** that is used to configure the JWT workflow function.
- The **time when the problem appeared** (e.g. after an update or after creating an issue).
- The **type of field** that the workflow function is updating or evaluating.
- **Audit log** entry.
- **Screenshots** of any of the previous points.

## Migration log

- **Specific entry** of the configuration that is not migrated correctly.
- **Description** of the problem and the expected functionality.
- **Configuration of the workflow function in the Server/Data Center** environment, including its expressions.
- **Screenshots** of any of the previous points.