How to Submit Feedback and Report Errors

Troubleshooting and Feedback · https://mountainstream.co/docs/report-feedback-errors/

Always hit the **Feedback** button on the right hand side of every screen.

We instantly know

- Who you are (you are logged in)*
- Which page you are in.

* Make sure you use a valid email as your log in, we reply to that.

Tell us **exactly** what you are doing.

We need to **replicate every step** to diagnose the error.

Tell us:

1. Which item.

2. Which customer.

3. Which date, etc.

Generic feedback like, "*I'm trying to place a cart order but it is not accepting it*" **means nothing to us.**

[A feedback form for reporting errors with fields for name, email, and a message. Mary Jones and support@mountainstream.ms are prefilled, along with a message. You can upload up to 5 files and click the blue Send button.]

The error could be caused by the **data rather than the software**. Therefore, we **need** the data.

Get Started