

View Your Existing Requests

On March 15th, the Alchemer Support Team transitioned to Salesforce Service Cloud and Live Agent tools for providing email support.

While there are a number of improvements that Salesforce has provided us to keep giving great support, upon initial launch, **you will no longer have the ability to view existing support requests from your Alchemer dashboard.** You will, of course, continue to receive email updates for each service request submitted, so you won't lose access to the help you need!

We know how important this dashboard portal can be for tracking your service requests. While this feature won't be available initially, it is something we would like to pursue implementing in the future. We don't currently have a timeline for bringing this option back.

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