

# Help & Support

## Overview

Support for Textbox.io, is provided online via the [Tiny support site](#). You can access the support site at: <https://support.tiny.cloud>.

Prior to opening a support ticket, we require all users to [register with a valid business email address](#). You can register on the support site at: <https://support.tiny.cloud/registration>. Upon registration you will receive an email requesting that you validate your registration. If you don't receive such a request within 5 minutes please check your spam folder to see if the email ended up there in error. If you never receive the validation email please [contact the Tiny Client Services team via email](#).

## Creating a support ticket

Once you are registered on the site you will be able to interact with the Tiny support team via our support site. To create a new ticket simply go to the following URL: <https://support.tiny.cloud>.

Note that Tiny support requires that you provide the following information along with your ticket:

### Textbox.io Editor Client Issues

- Operating System and Browser version
- JavaScript Console Log
- View source of the editor page (or some other means of obtaining the JS used to instantiate the editor, as we used to do in the early ELJ days)

### Textbox.io Server Components Issues

- Server type and version (eg. Jetty, Tomcat)
- Server log - This will be available either on the system.out log for the server or in a separate file if you've configured the [optional logging parameters](#) for Textbox.io on you server(s).



Please see [Troubleshooting](#) for troubleshooting advice with the server side components.