What happens if I experience a technical or support issue?

You might experience technical software issues or errors during your training, *for example*, a Runtime Error 9 when updating a cashbook or an Error Code 20 when opening your software application.

In this instance, you need support assistance.

Even though Learning Services does not have a dedicated support department, your query is forwarded to our trainers for assistance.

 Important information

A trainer can only assist when they have the capacity to do so and not facilitating a class. This can be anything between 3 and 5 working days.

What can you do while you wait?

You can make use of the online support channels. Here you can browse for the error you are experiencing and apply the steps to resolve it.

If you still cannot resolve the error, please wait for a trainer to contact you.

- Click here to access the online support channel.

- On the page that displays, select your **Country** and select your **Product**.
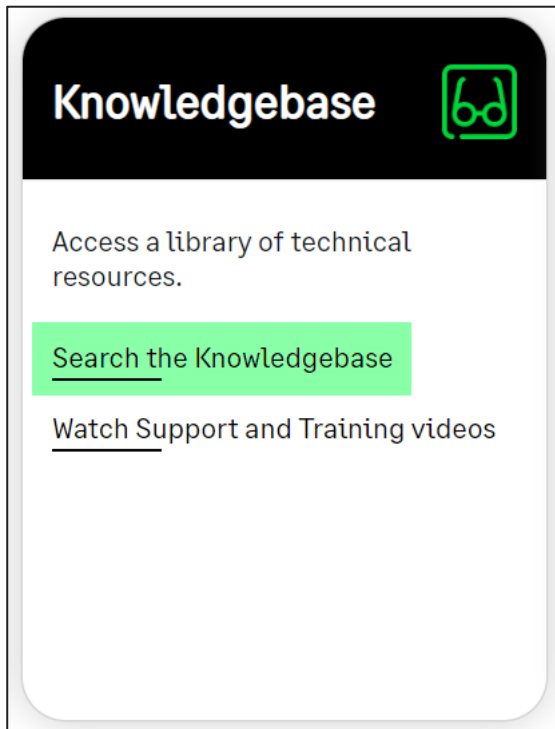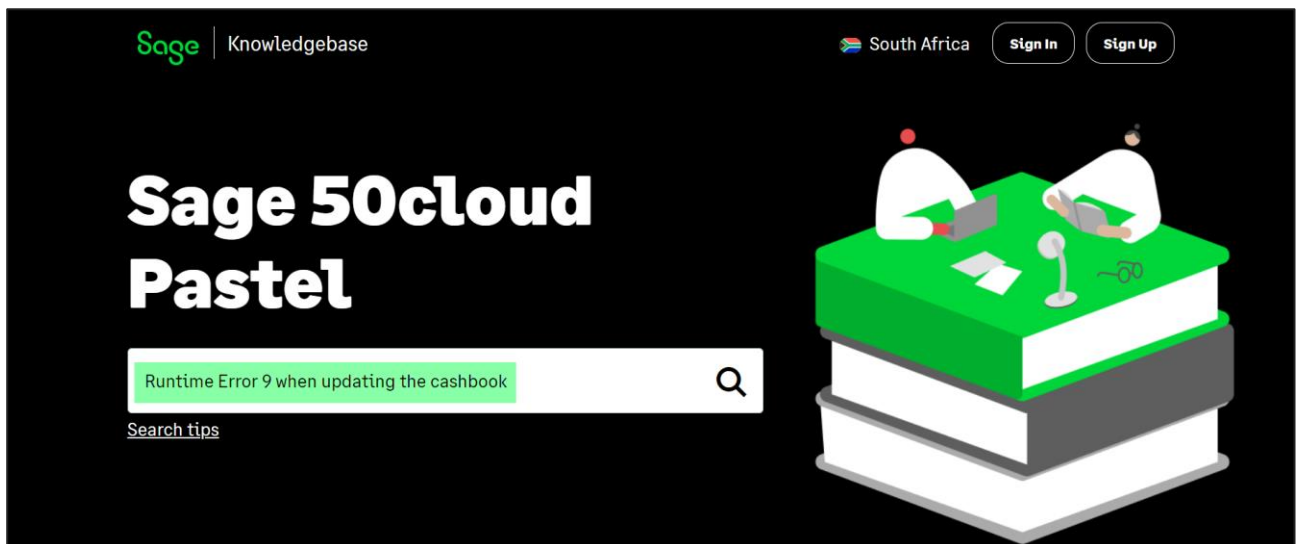
- In the **Knowledgebase** section, click on **Search the Knowledgebase**.

- In the **Search** field, enter the error, *for example*, Runtime Error 9 when updating the cashbook and press **Enter** or click on the **Search** icon.

- Click on the solution and follow the steps provided.

Document Version: February 2023