

Feedback & Support

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We want to hear about anything that isn't working the way you expect, and any capability you wish GateBeacon had.

Submitting Feedback

1. Log in to the customer portal.
2. Go to the **Feedback** section in the sidebar.
3. Submit a new ticket describing your question, issue, or suggestion.
4. Track the status and any replies directly in the same section — you don't need a separate email thread.

This is the fastest way to reach the GateBeacon team, since your ticket is automatically tied to your account and device context, which helps us investigate faster.

What to Include

To help us resolve issues quickly, include where relevant:

- The **device name** (as shown in the portal) involved.
- The **application or catalog app** affected.
- What you expected to happen, and what actually happened.
- Any error message shown, verbatim.
- Roughly when the issue occurred.

Before You Submit

For common questions, check the [FAQ](#) first — many day-to-day questions about devices, publishing, and plans are already answered there.

Feature Requests

Feature requests (including requests for new catalog applications) are welcome through the same Feedback section. We review these regularly when prioritizing the catalog and platform roadmap.

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