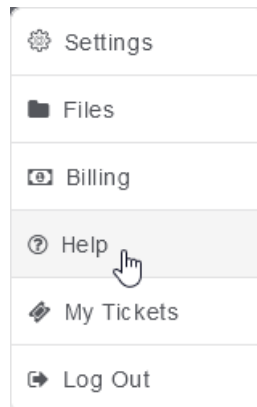In this article:

- How to Access Help in the Ascent360 Platform
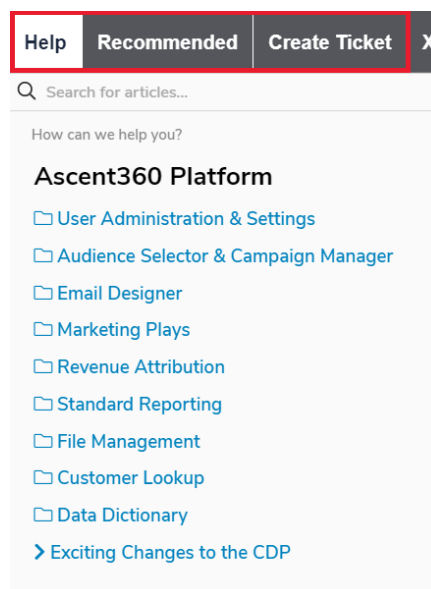- The Pop-Up Help Panel

How to Access Help in the Ascent360 Platform

To get help directly within the platform, click the profile icon (top right) and select **Help**. Alternatively, select the **gray question mark icon** in the bottom left to toggled the Help Panel.

The Pop-Up Help Panel

The Help Panel allows users to view knowledge articles and create support tickets.

1. **Help:** Displays all articles in our knowledge base.

2. **Recommended:** Provides recommended articles based on the page you are currently on.

3. **Create Ticket:** Create a ticket directly from this tab. Matching articles will appear based on the keywords entered. Once submitted, new tickets flow automatically into the help desk for our support team.