



Meraki Go - Support

Contacting Meraki Go Support

Meraki Go Support is here to help with any questions or issues you may have. Meraki Go Support can be contacted either directly from the Meraki Go App, or the Meraki Go Portal.

Hours

Monday - Friday: 7am-4pm

Meraki Go App

You can contact Meraki Go Support directly from the Meraki Go App. You can open a ticket by navigating to **Settings > Contact Support**, where you will be prompted to fill in the relevant details, and select any relevant hardware that you may be having issues with.

9:18



Settings

Your account

Log out



Your notification settings

Customize when you receive notifications



Help

Contact support

Get help troubleshooting your hardware or the app



Visit the community

Ask questions of fellow Meraki Go users



View documentation

Learn more about Meraki Go



Give feedback

Tell us how we can make Meraki Go better



General

About

View app version information



Advanced settings



Home



Networks



Hardware



Settings

9:21



[Cancel](#)

Submit a support request

Support will send you a follow-up email within the next couple of days.

Subject

e.g. 'My laptop can't connect to WiFi'

How can we help?

Start typing your request here

If this issue is with specific Meraki Go hardware

[Select hardware](#)

Best email address to reach you

e.g. email@email.com

Submit

Meraki Go Portal

Alternatively, you can also open a case from your [Meraki Go portal](#), by selecting Contact Support from the user icon dropdown in the top right (or by clicking [this link](#)).

The screenshot shows a web browser window with the address bar displaying "account.meraki-go.com". The page header includes the Meraki logo and the name "Joe" with a user icon. The main content area is titled "Submit a support request" with a subtext "We'll get back to you as soon as we can." Below this, there are three input fields: "Subject" with a placeholder "e.g. 'Cannot connect to WiFi'", "How can we help?" with a placeholder "Start typing your request here", and "Best email to reach you". A blue "Submit" button is located at the bottom of the form.

account.meraki-go.com

Meraki GO

Joe

Submit a support request

We'll get back to you as soon as we can.

Subject

e.g. 'Cannot connect to WiFi'

How can we help?

Start typing your request here

Best email to reach you

Submit

Meraki Go Troubleshooting

Check our [Meraki Go Troubleshooting document](#) for some self-help instructions.

Meraki Go Community Help Forum

The [Meraki Go Community](#) is an excellent resource for asking questions and getting help from other Meraki Go users to help troubleshoot any issues you may have.

Note that the Meraki Go Community requires registering for a free Cisco account.