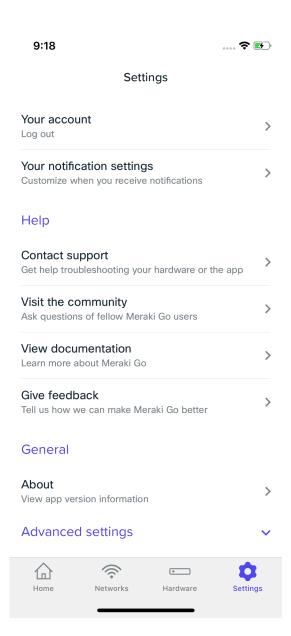# Meraki Go - Support

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.

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

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

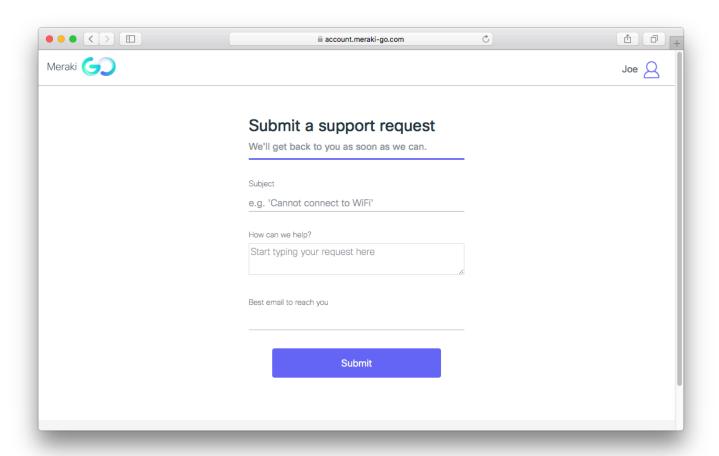If this issue is with specific Meraki Go hardware

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).

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.