

# How do we help you get the best out of your investment?

## **Support:**

If you have a question, issue etc please go to:

1. Our Built in LawMaster help: Help > System Overview
2. Our Knowledgebase: <https://kb.lawmaster.com.au/display/LF>
3. Our Helpdesk:
  - a. Make sure you are an authorised helpdesk request contact.  
Usually there are 2 or 3 people in your organisation that are authorised to contact the LawMaster helpdesk and submit a request. If you haven't already please let us know who (including their email address) you would like on your behalf to submit support requests (please don't forget your IT staff)
  - b. Go to <https://helpdesk.lawmaster.com.au>
  - c. Login
    - i. Enter your username, which is your email address.
    - ii. If you are logging in for the first time or have forgotten your password, click **Forgot your Password?** and follow the onscreen prompts
      1. You will need to re-enter your username (email address) and then select 'Email me'
      2. You will receive an email with a link to reset your password.
  - d. In the "What do you need help with" box type your question.
  - e. If you can't find what you need and haven't already tried our Knowledge Base please go to: <https://kb.lawmaster.com.au/display/LF>
  - f. If you still need help then please click the [Get Help](#) link
  - g. Enter all the information you can and click create.  
Note, the clearer the information provided, the quicker we can help you.

## **System Outage:**

1. Either submit a helpdesk Request as above (3.2 to 3.7) making sure you tick the "System Outage" option  
OR
2. Call our System Outage number: 1300 135 213

## **Account Manager:**

- As part of your journey with LawMaster we have assigned you your own LawMaster Account Manager. Their main aim is to help you get the best out of LawMaster for your business.

## Related articles

### **Content by label**

There is no content with the specified labels