

Access Support – Level 1

Questions or issues?

Email help@beamtree.co.uk

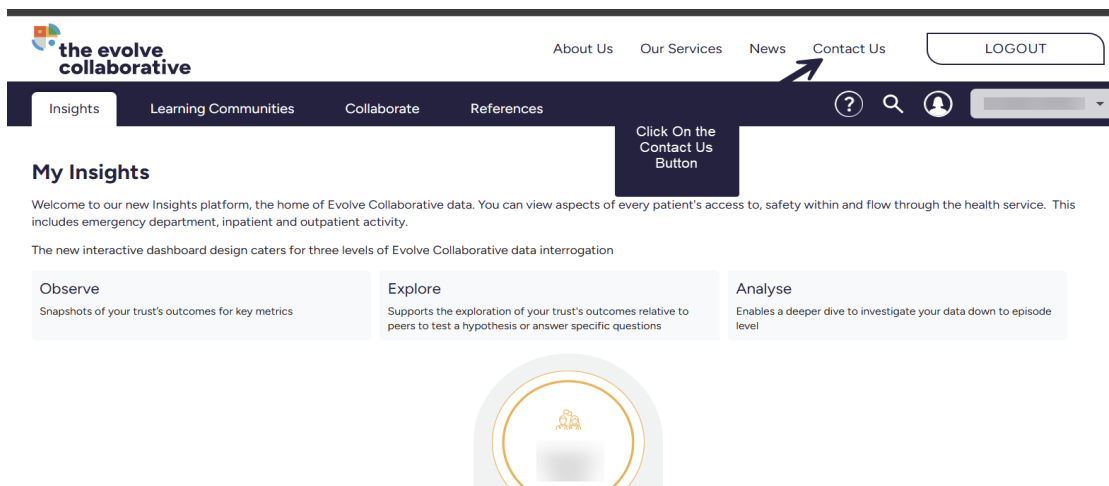
Version	Changes	Date
1.0	First version for use	22/12/25

How to Access Support – Level 1

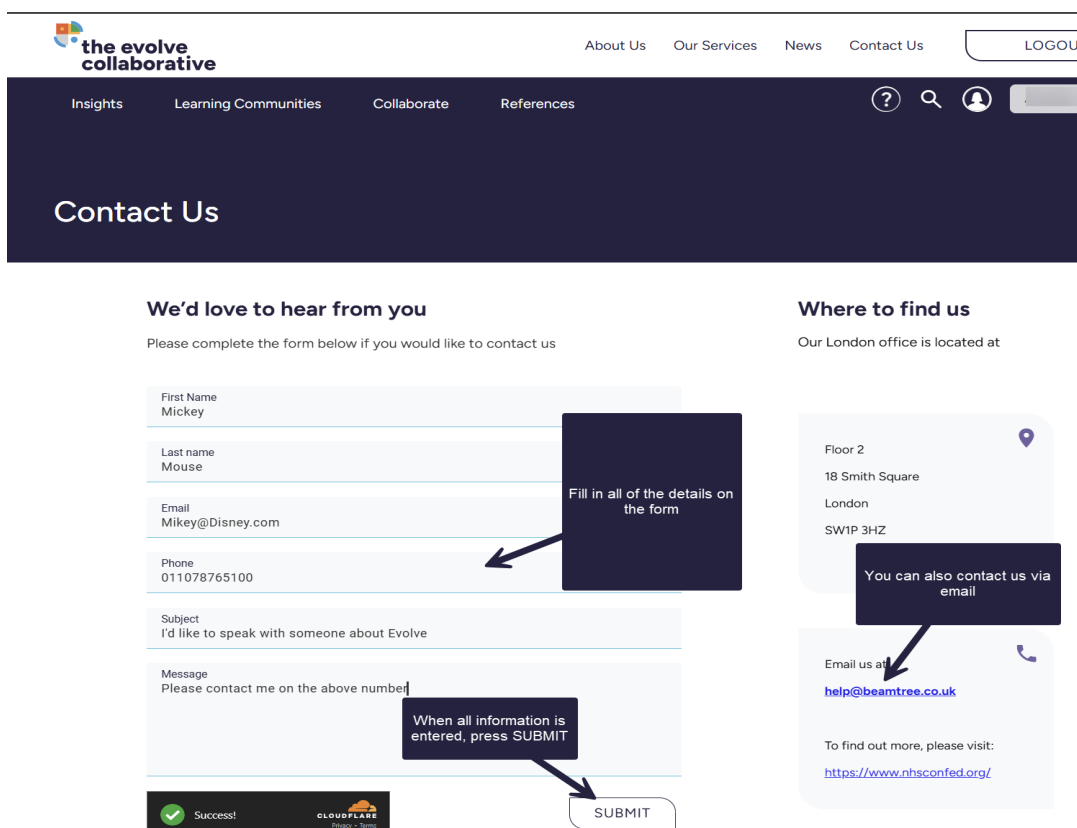
Overview

This guide explains how to contact Level 1 support from the Evolve Platform. The user does not need to be logged in for this.

On the home screen, click **Contact us**



The following screen is displayed.



Complete the details and press **Submit**

You will then receive the below message on screen which will look like this;

Contact Us

Thank you for getting in touch

Our team has received your message and will get back to you shortly.

You will also receive an email from support with the log reference and details for updating/contacting.

Contact

For any queries requiring assistance, please email help@beamtree.co.uk.