

# Support

Do you need help with the Xray Exploratory App? Please don't hesitate to contact us.

- [Contact Support Team via Service Desk](#) (also accessible by going to the Help menu and select **Online Support**)
- Check the open issues in our [Public Issue Tracker file](#)



When you contact our Support Team via Service Desk, you need to identify your subscription by the **EN - Entitlement Number** as follows:

- If you are subscribing to a Free account, you can find your EN under your profile (Go to your avatar and click *My Profile*):

XRAY EXPLORATORY APP

My Profile

Back to workspace

My Profile

Change Password

First Name

John

Last Name

Doe

Email address

jose.doe@phtwoqe.xea-nonprod.com

Job title

Consultant

Country

United States

Business name

JDoe Co.

Entitlement Number

ab4fcfa-0aef-4339-bbe2-6a3b54a17242

Save changes

- If you are subscribing to a paid account, you can find your EN in the [About Workspace](#) (click the **gear** icon in the top-right corner) of the Shared Workspace of that account:

XRAY EXPLORATORY APP

Factory  
Team Account

Back to workspace

Manage Team

Manage Subscription

About Workspace

Cloud Storage

0 B of 2.5 TB used

Get More Storage

About Workspace

Factory Workspace

Workspace URL

https://phtwoqe.xea-nonprod.com/workspace/factory-2a7238

Workspace Owner

JOHN DOE | jose.doe@phtwoqe.xea-nonprod.com

Created at

1/10/2024, 3:06:57 PM

Entitlement Number

cus\_PLknkgc7ebZWk8

Looking for Help?

For all other support requests, including ownership transfer, team or data migration, custom plans, etc... [Contact Support](#)

