

Support & Resources

This page provides a list of useful resources, including access to our Support Team and more.

Do you need help with Xray? Would you like to book a demo? Please don't hesitate to contact us.

- Start by checking our [FAQ](#)
- [Contact Support Team via Customer Portal \(Jira Service Management\)](#) or [send us a message using the in-app chat](#)
- Check the [Support Knowledge Base](#) Page or [search the Knowledge Base in-app](#)
- Access the Xray's [Documentation](#)
- Check the open issues in our [Public Issue Tracker](#)
- Check answers to app-related questions in the [Atlassian Community Answers](#)

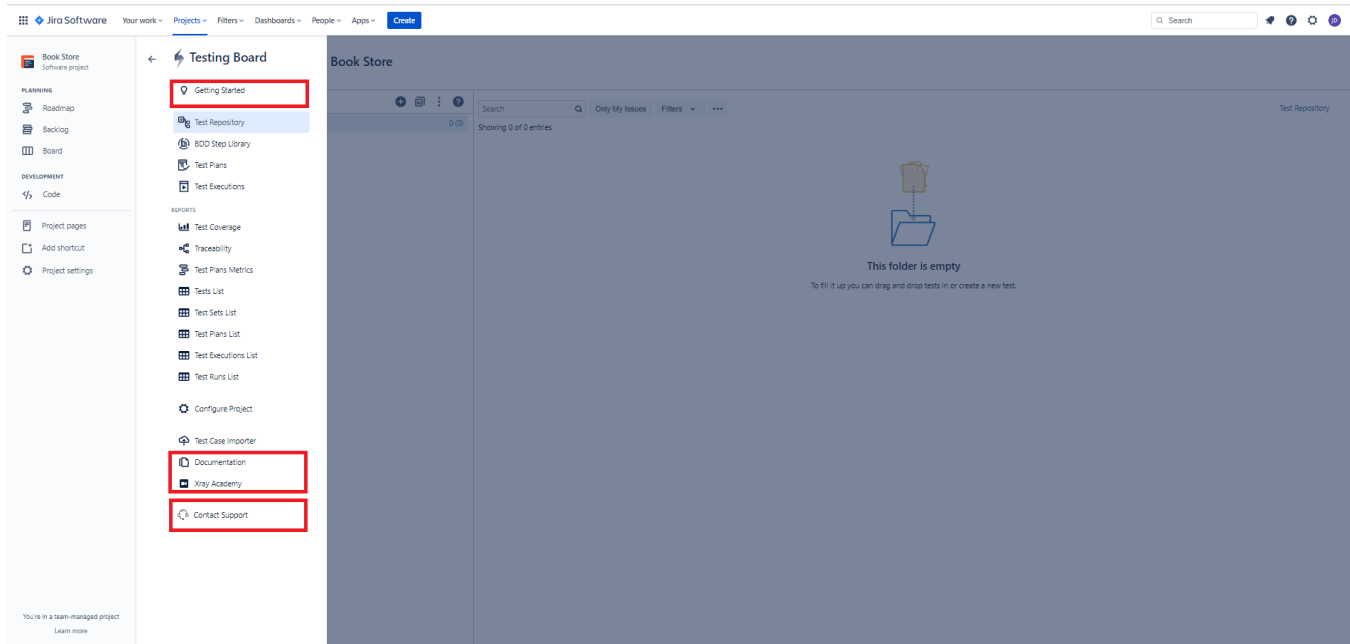
Contact Support & Access Resources from Xray (in-app)

You can also access some of the resources and support from Xray itself.

The screenshot shows the Xray application interface. The left sidebar contains a 'Global Menu' with items like 'Getting Started', 'Configure Project', 'Testing Board', 'Search', 'Reports', and 'Help'. The main content area is titled 'Get Started with Xray' and lists several topics: 'Project configuration and organization', 'Creating Tests as Jira issues', and 'Organizing Tests'. Each topic has a brief description and a 'Learn More' link. The 'Help' section in the sidebar is highlighted with a red box, and the 'Getting Started' item is also highlighted with a red box.

From the Xray Global Menu, you can:

- Go to Xray Start Page
- Access the Xray [Documentation](#)
- Join [Xray Academy](#) for free and explore the courses that we have set up for you
- Contact Support Team (In-App Support/In-App Chat Support)



From the Testing Board menu, you can:

- Go to Xray Start Page
- Access the app's [Documentation](#)
- Join [Xray Academy](#) for free and explore the courses that we have set up for you
- Contact Support Team (In-App Support/In-App Chat Support)

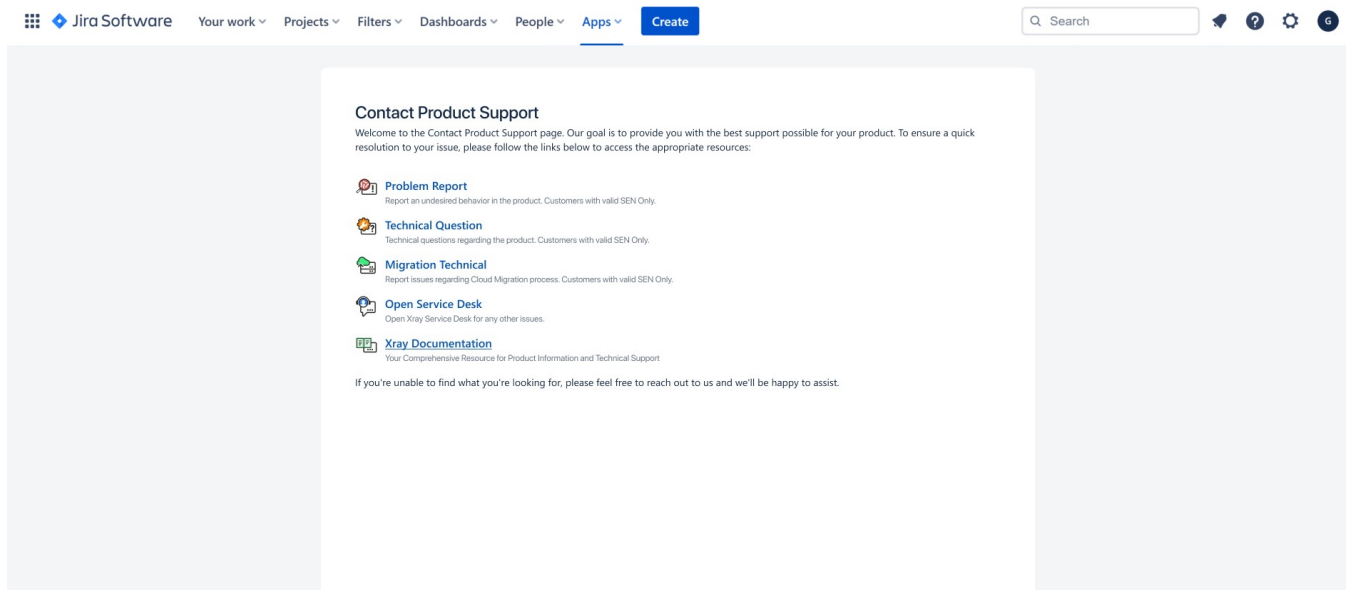
Contact Support

To contact support you can:

- [Access Customer Portal](#) and create a ticket
- Contact Support in-app and create a ticket (In-App Support)
- Start a conversation in the in-app chat (In-App Chat Support)

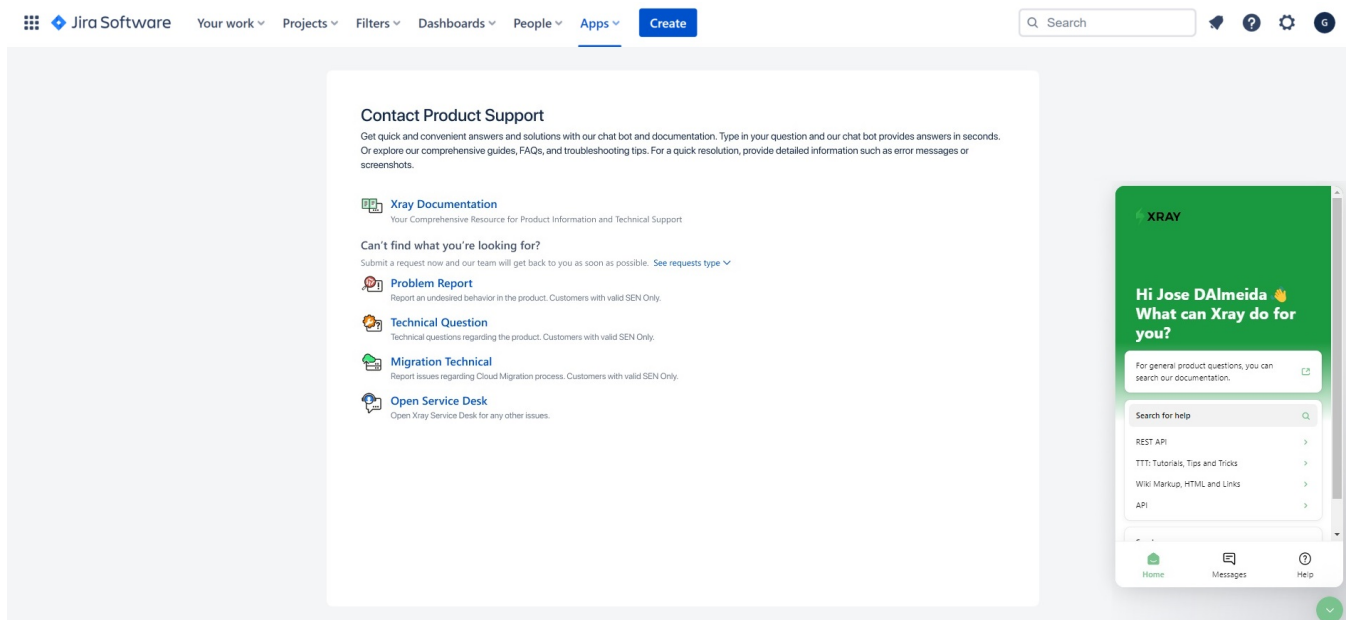
In-App Support

You can use feature **In-App Support** to [Contact Support Team via Service Desk](#) (you'll be redirected to the correct service type)



In-App Chat Support

Starting Xray version 1.1.8x-4.001.000, new customers, and customers that renewed their licenses, can use the In-App Chat Support feature.



With In-App Chat Support, you can:

- Have the same support as with In-App Support ([Contact Support Team via Service Desk](#))
- Additionally, in the Xray Product Support page, you will have access to a chat window that gives you:
 - Access directly Xray online Documentation,
 - A searchable set of Product Documentation and Support Knowledge Base articles, where you can find answers to your questions (you can rate the usefulness of those articles),
 - A messenger that allows you to put questions to our bot, and in case you don't get a satisfactory answer, you'll talk live with one of our support agents. You can also rate the support given in this messenger.

Learn more about In-App Chat Support at: [In-App Chat Support](#).



Note

This feature activation might take up to 1 week to be available.

Community Resources

We encourage all kind of contributions.

Below are community articles/projects you may find useful:

- [library to link tests in Junit to Xray Test issues and to upload results, using Maven](#)
- [GitHub Action to submit results](#)
- [Integration with TestCafé using testcafe-reporter-xray-cloud-json](#)



Thanks!

We thank the community for contributing with sample projects, code, how-tos, documentation, and articles. Xray is better because of you. We're happy to include links to your contributions 😊

Disclaimer: Xblend is not responsible for the contents of this community resource. Since these links are external, they may be outdated.