

WPN: Support

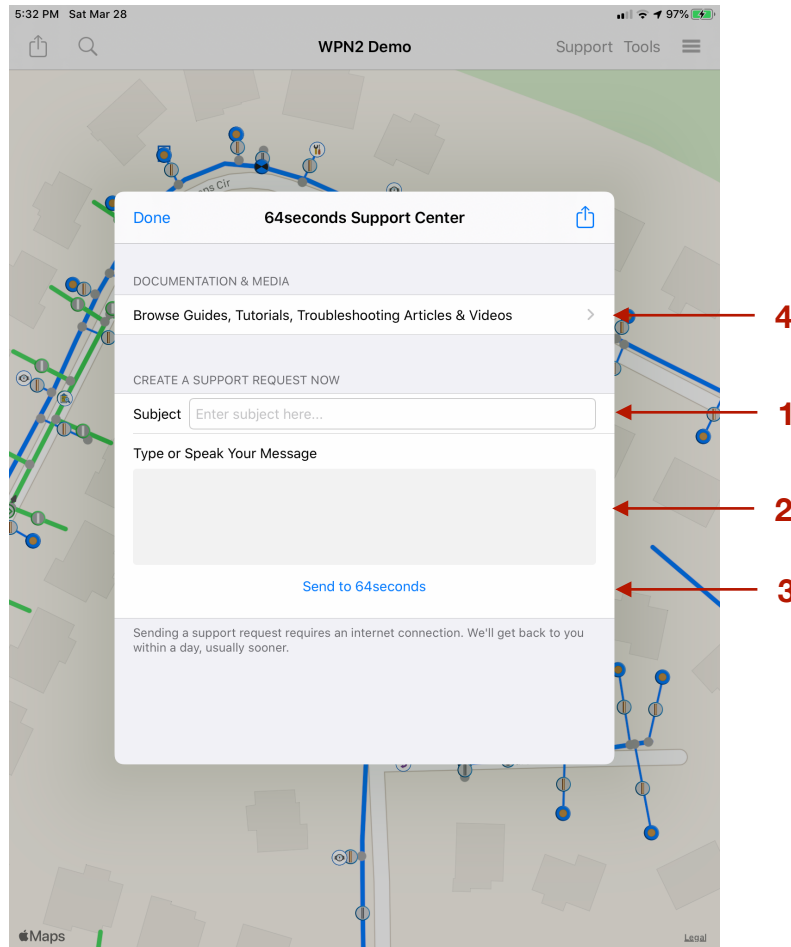
The 64seconds Support Center is always available in the app and has 2 parts. Online: You can send us a support request directly from WPN, which is the fastest way for your question to reach us. We answer every request, normally the same day. WPN also has an expanding library of support media, PDFs and videos, which attempt to address every issue, problem or question we have ever received.

Support: Sending a Support Request Directly to 64seconds

In the Map view, tap [Support](#) to open the 64seconds Support Center view.

1. Tap to enter a short summary of your problem, for example, “how do I move a pipe?”
2. Tap to enter your message. You can type or speak.
3. When you’re ready, and you’re online, tap [Send to 64seconds](#).

When you see a confirmation, your message has already arrived at 64seconds. Once alerted, if we can offer a solution on the spot then we’ll respond quickly, otherwise you’ll have a full response by 7 AM the next business day.



Tutorials and Videos: Reading Tutorials and Watching Videos

In the **Map** view, tap **Support** to open the **64seconds Support Center** view.

4. Tap the **Browse Guides, Tutorials, Troubleshooting Articles & Videos** row (see image above).
5. In the **Tutorials Browser** view, scroll or enter search text. Tap on a tutorial of interest to open the **Tutorial** view.
6. In the **Tutorial** view, tap **Read PDF** to read, email or print the one- or two-page document.
7. If a video is available, tap **Play Video** to open the video in YouTube.

You must be online to play videos, which stream over Wi-Fi by default or cellular.

