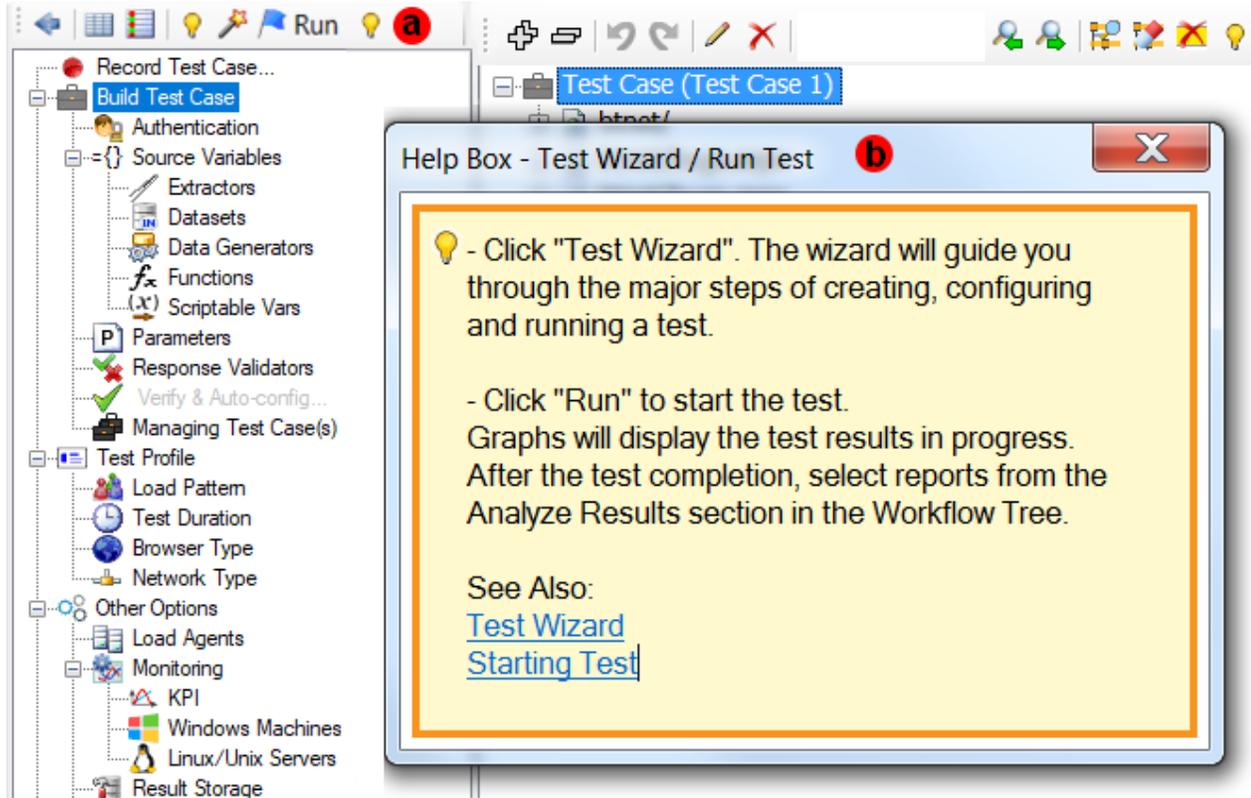# Getting Help

To get help with any UI element, click a nearby yellow light bulb icon (a). A help box (b) will appear. Along with a short description of the UI element, it will provide links to the proper section of this online guide with detailed information.
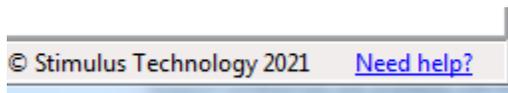

Help Box Tips:

a. If you want to close the help box, just move the mouse outside the box, and it will disappear in 2 seconds.
b. Help box continent is selectable. To further research the help box topic, copy keywords from the help box and paste them in the search box of this online guide.

Anytime you have a question, click the **Need help?** link, which is located in the bottom right.

Your personalized support page will open. It contains links to various support resources and support tools.

Check Your Support Status

Enter your serial number

Support Conference Scheduling

Click! to SCHEDULE

Support conferences are available with Premium Support

Search StresStimulus

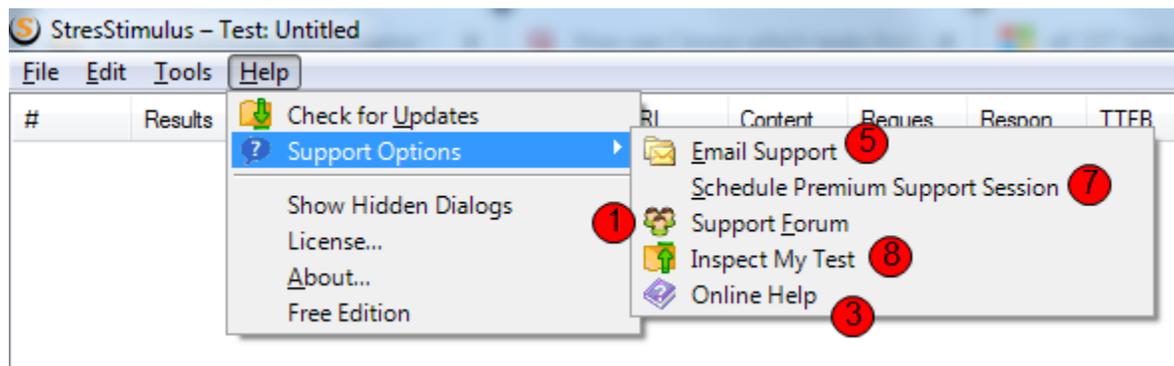Search StresStimulus help, forums and blogs   ④

Inspect My Test

Upload your test to our Secure Support Repository with your questions. Our load testing expert will examine your test and provide an answer or a solution. You need to obtain an upload key from your support rep.

⚙ Inspect My Test

This is a backup tool. The primary tool is located in the StresStimulus menu -> Support Options.

Support Option

⑤ ✉ support@stresstimulus
  🌐 Online Help ③
  👥 Support Forum ①
  ❓ Ask a Question ②
⑥ 📞 +1 732.637.8100

Documentation

📄 Getting Started
📄 User Guide
📄 User Interface Referenc

Some of these resources and tools are also available in the StresStimulus Main Menu > Help > **Support Options:**

StresStimulus – Test: Untitled

File   Edit   Tools   Help

#	Results

Help menu:
- Check for Updates
- Support Options ▶
- Show Hidden Dialogs
- License...
- About...
- Free Edition

Support Options submenu:
- ✉ Email Support ⑤
- Schedule Premium Support Session ⑦
- 👥 Support Forum ①
- Inspect My Test ⑧
- Online Help ③

The following support options are available:

1. **Support Forum**: visit the StresStimulus support forum to read dozens of blogs, answers, and best practice tips. Join the StresStimulus support community to ask questions and receive a personal response from one of our load testing experts.
2. **Submit a question:** This allows you to submit a question without registration.
3. **Online Help:** links to this support site   http://support.stresstimulus.com
4. ## Consolidated Search: allows to search StresStimulus help, forums, and blogs from a single box.

5. **Email support:** support@stresstimulus.com
6. **Phone Support:** +1 (732) 637-8100, select option 2
7. **Schedule Premium Support session:** in your StresStimulus application, navigate to Help menu > Support Options > Schedule Premium Support Session. Then select your time zone and choose a time slot that works best for you, from 2 hours to 7-days in advance. If you see the button **Click-to-schedule** on the **My Support** page, you can use it for scheduling as well.
8. **Inspect my Test:** Available from the StresStimulus Help menu. This support tool allows you to upload the current test to Stimulus Technology's secure repository for our support review. To upload a support case, click **Support Options** in the StresStimulus menu and then select **Upload Support Case**. If you wish to submit the first test result opened in the leftmost result tab, in the appeared message box, check the appropriate box. After clicking **Upload Test**, the test elements will be stored on your hard drive and then automatically uploaded to Stimulus Technology's secure repository using SSL encryption. Your StresStimulus serial number identifying your contact information will be included as well. A test upload icon will be displayed in the Windows notification area (tray) during the upload. StresStimulus support personnel will be in touch with you after receiving your test.

Tip: If you cannot open a test case that you wish to upload because it is corrupted, follow these steps:

1. Launch StresStimulus
2. Click **Upload Support Case.** You will be prompted to enter a test .ssconfig file.
3. Enter the corrupted test configuration file and click **Upload Test** .

StresStimulus will upload your test without opening.