



BOOKS

Support Tickets

Open and track support tickets from inside Books. What makes a good ticket, response time targets.

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On this page

- [Opening a Ticket](#)
- [What Makes a Good Ticket](#)
- [Response Times](#)
- [Tracking Your Tickets](#)
- [When Not to Open a Ticket](#)

Books has built-in support ticketing. Open tickets from inside the app and track responses in your account.

Opening a Ticket

1. Click **Help** in the top nav (or any "Open a ticket" link in the app).
2. Pick a category (Bug, Question, Feature Request, Billing).
3. Write a clear subject and description. Include screenshots if it helps.
4. Attach any relevant files (the same file types supported for transaction attachments).
5. Click **Submit**.

What Makes a Good Ticket

- **Specific subject** — "Reconciliation difference of \$47 on Capital One March 2026" beats "reconciliation broken"
- **Reproduction steps** — for bugs, list what you did step by step. "I clicked X, then Y, then Z, expected A but got B."
- **Screenshots** — almost always helpful. Especially for visual issues.
- **What you've tried** — saves the support team from suggesting things you've already tried
- **Urgency** — let us know if this is blocking your work vs. a minor nuisance

Response Times

Target response times by plan:

- **Books Individual** — within ~5 business days
- **Books Founder** — within ~2 business days
- **Books Growth** — within ~2 business days
- **Books Pro** — within ~1 business day

ADVISOR TIP

Target response times are best-effort goals, not service-level guarantees. We'll do our best to respond within these windows during business days but make no contractual promise. See our Terms of Service for full details.

Tracking Your Tickets

Open tickets appear in **Help** → **My Tickets**. Each ticket shows:

- Current status (Open, Pending, Resolved, Closed)
- Last response
- Full conversation thread

You also get an email when there's a new response. Reply by email or in the app — both work.

When Not to Open a Ticket

Some issues are better handled directly:

- **Password reset** — use Core's forgot-password flow
- **Plan change** — go to Settings → Billing and self-serve
- **General how-to** — check the help library first; most questions are answered
- **Stripe billing issue** — contact Stripe directly via the receipt email if it's a payment-side issue