



# bee2link

How to submit a request for assistance?

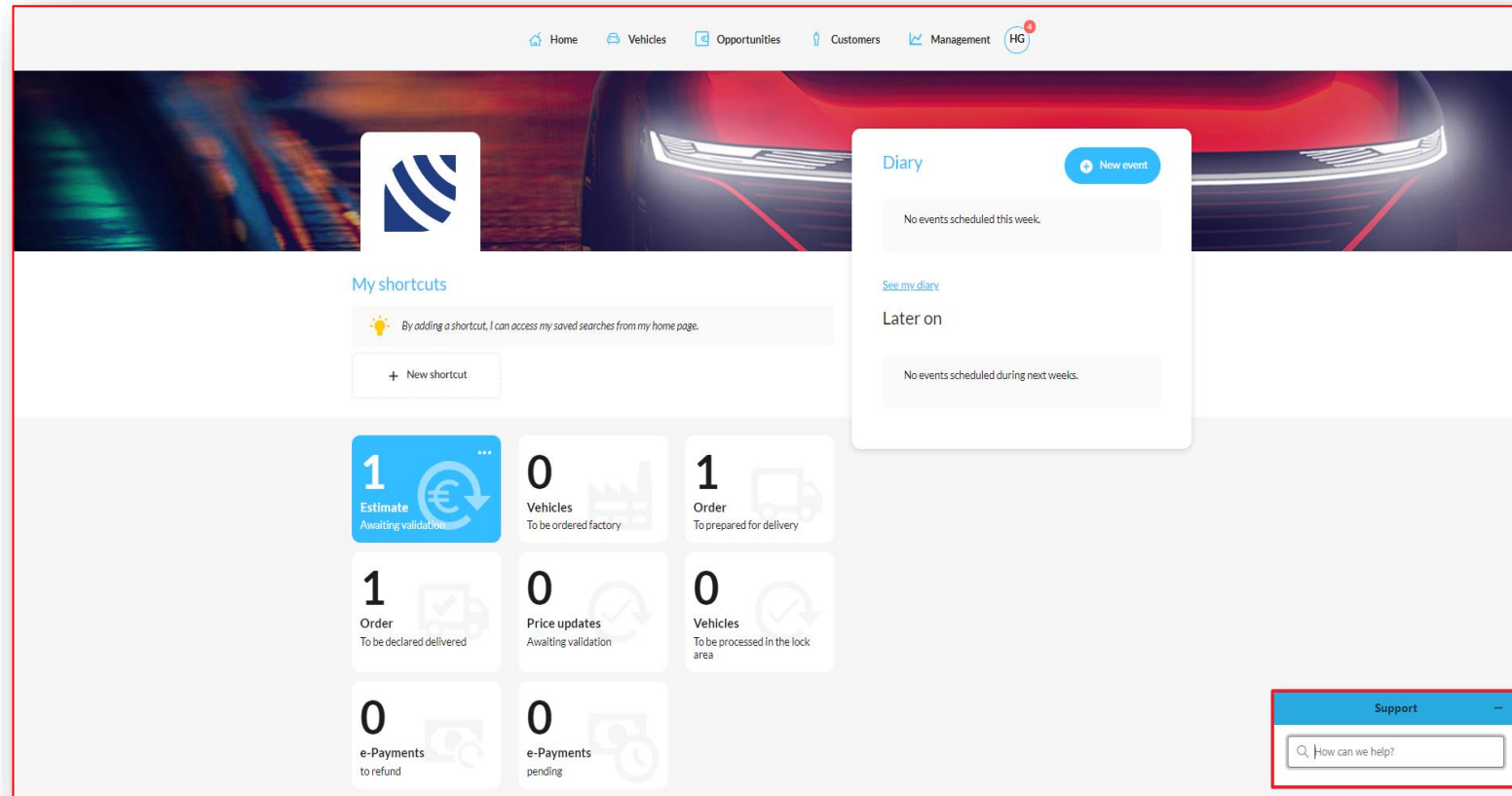
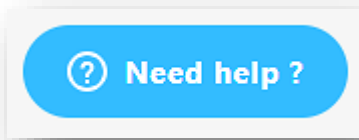


# Summary

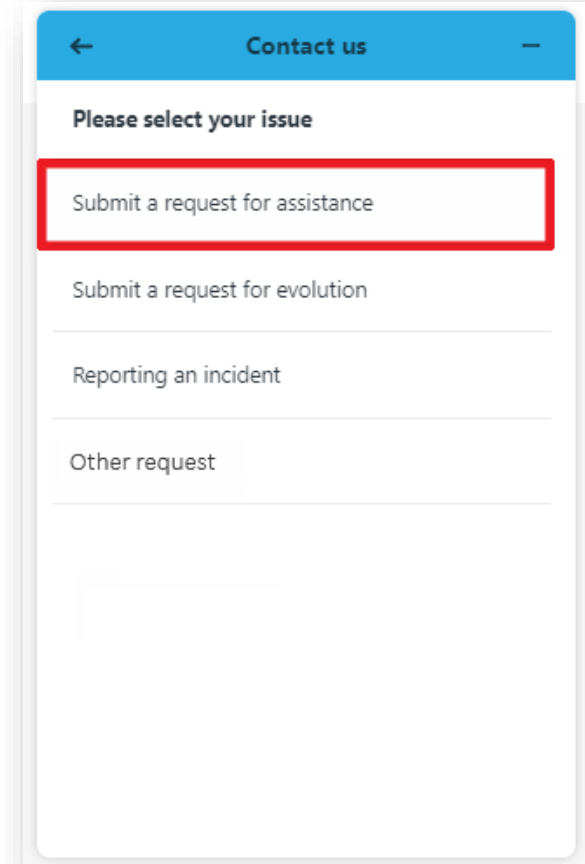
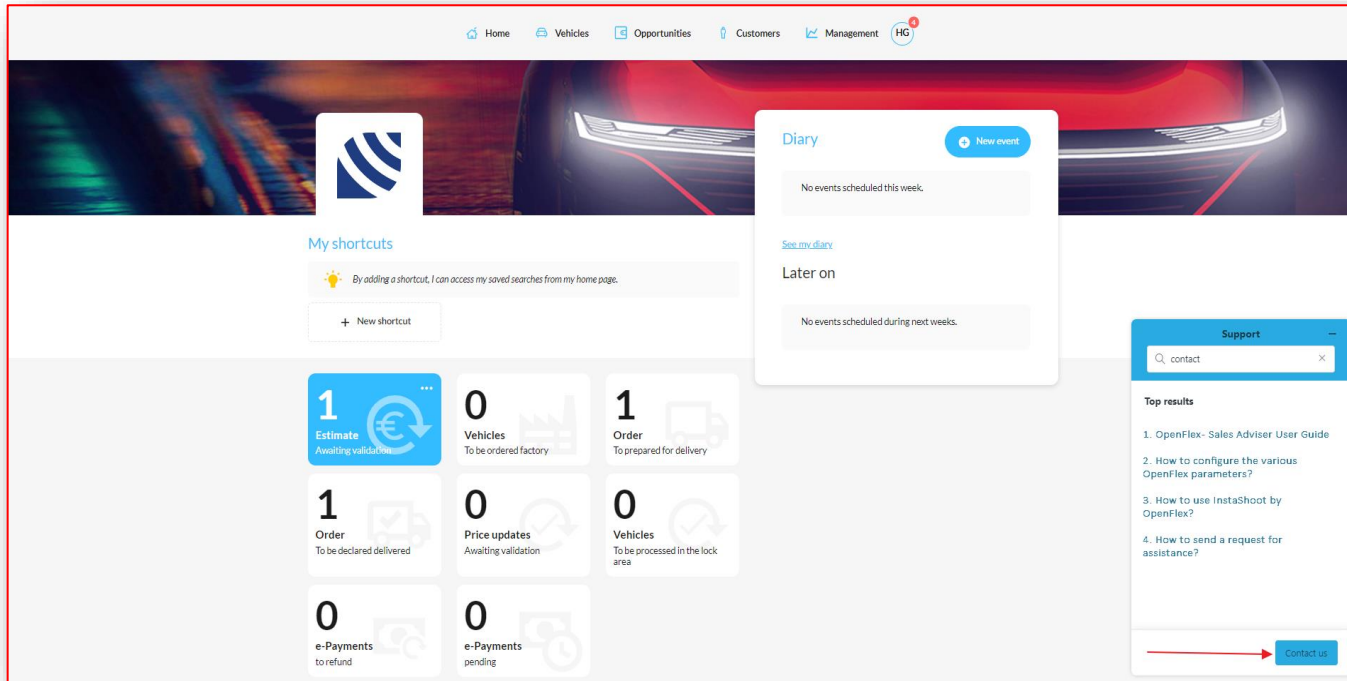
1. Send an assistance request to the support department

Log in to the OpenFlex platform and click on our widget :

Then enter your requirements in the search bar :



- Documents that are likely to provide answers to your question will be displayed. However, if you still require assistance, click on the "Contact us" button to "Submit a request for assistance".



🐝 To help you efficiently, please select the **appropriate service** for your assistance request:

The screenshot shows a mobile application interface for submitting a request. At the top, there is a blue header with a back arrow, the text "Contact us", and a close icon. Below the header, the section "Service concerned" is displayed, with the instruction "Select the service concerned by your request". A dropdown menu is open, showing a list of service categories: "Vehicles", "Opportunités", "Customers", "Pilotage", "Paramètres", and "Leads". Below the list, there is a file upload area with a paperclip icon and the text "Add up to 5 files". At the bottom right of the form, there is a blue "Send" button.

- 🔗 We will then ask you to provide **explanations** and **details** to help us resolve your problem.
- 🔗 Before submitting your support request, please make sure you have specified the following information :
  - 🔗 Your phone number
  - 🔗 The point of sale where you are working
  - 🔗 The name of the group to which your point of sale belongs

← Contact us

**Service concerned**  
Select the service concerned by your request

Vehicles

**Description**  
Please enter your request details

Hello, My name is Mr Smith, I am working on the point of sale n°2 of the Group Bee2link. My phone number is +33 (0)971071880. I am unable to find a vehicle in the application. The registration number of

**Attachments**  
Add up to 5 files

Send

# bee2link



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[www.bee2link.fr](http://www.bee2link.fr)

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