# Prepare a Complete Jansma VIP Ads Support Request

Account & Troubleshooting · https://support.jansma.vip/docs/jansma-vip-ads/account-troubleshooting/prepare-a-complete-jansma-vip-ads-support-request/

A well-structured support request shortens diagnosis and protects account information. Include enough operational context to reproduce the issue without sending secrets or unnecessary personal data.

## Include these details

- The affected advertising account and workspace section.
- The advertiser, campaign, banner, website or zone name involved.
- The expected result and the result you actually see.
- The approximate date, time and account time zone.
- The browser, installed app or device type used.
- The troubleshooting steps already completed.
- A screenshot only when it is necessary and contains no confidential information.

## Do not include

- Passwords, one-time codes, secret keys or full authentication details.
- Unredacted personal data, precise visitor data or unrelated account information.
- Large exports unless Jansma VIP Support specifically requests them through an approved channel.

## Describe impact without guessing

State whether the issue affects setup, delivery, reporting, Geo Intelligence or PWA access. Avoid claiming a root cause unless it has been confirmed. A precise description such as “Campaign A recorded no impressions between these times while Zone B delivered Campaign C” is more useful than “the ads system is broken.”

Send the request through the Jansma VIP Support Center or the published support contact. Support priority and response handling depend on the service context; do not rely on an unconfirmed resolution time.