

Report Issue

If you are encountering issues with Dataprep by Trifacta® and wish to report an issue to *Trifacta Support*, please provide your current session information with your support request. In Trifacta application, select **Help menu > Report issue**.

Tip: This information accelerates the time for *Trifacta Support* to identify your session and the specific problem that you are encountering.

Report issue

If you need help troubleshooting errors, contact [support](#) with the following information:

Session ID	a05f7137-dd71-4c82-a06b-1a7ec4f1927d
Time	January 17th 2020, 12:16 pm -08:00
Account	██████████@trifacta.com

[Copy info](#)

Figure: Support information

Steps:

1. Click **Copy info**.
2. Paste the info into your request to *Trifacta Support*. Submit your request.
3. Click **Close**.