



Barkeep – FAQ – Contacting Support

Contacting Barkeep Support *and emailing your Data Files*

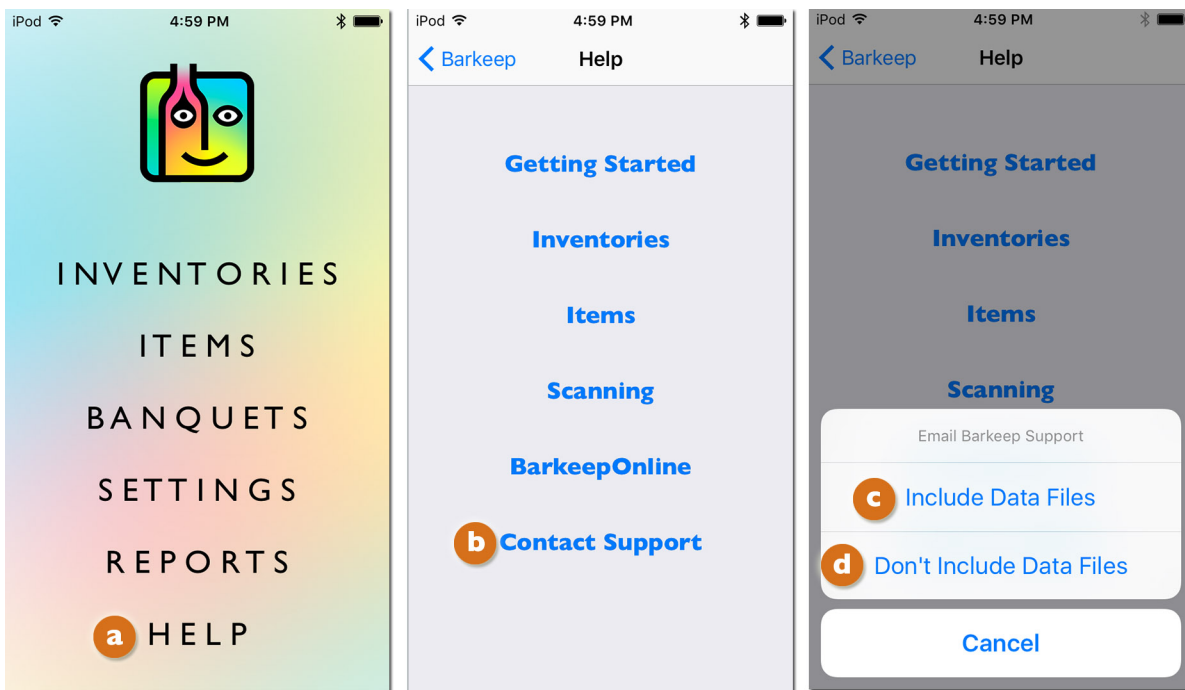
If you need to contact Barkeep with support questions, there are two ways to email us:

- You can send us an email directly with your preferred mail program.
Our address is support@barkeepapp.com
- You can email us from your **iOS** Device while using BarkeepApp (see below for instructions).

Note: In some instances, after you have contacted Barkeep Support, we may request that you send us your Data Files to help answer a question or resolve an issue.

To use BarkeepApp to email Support:

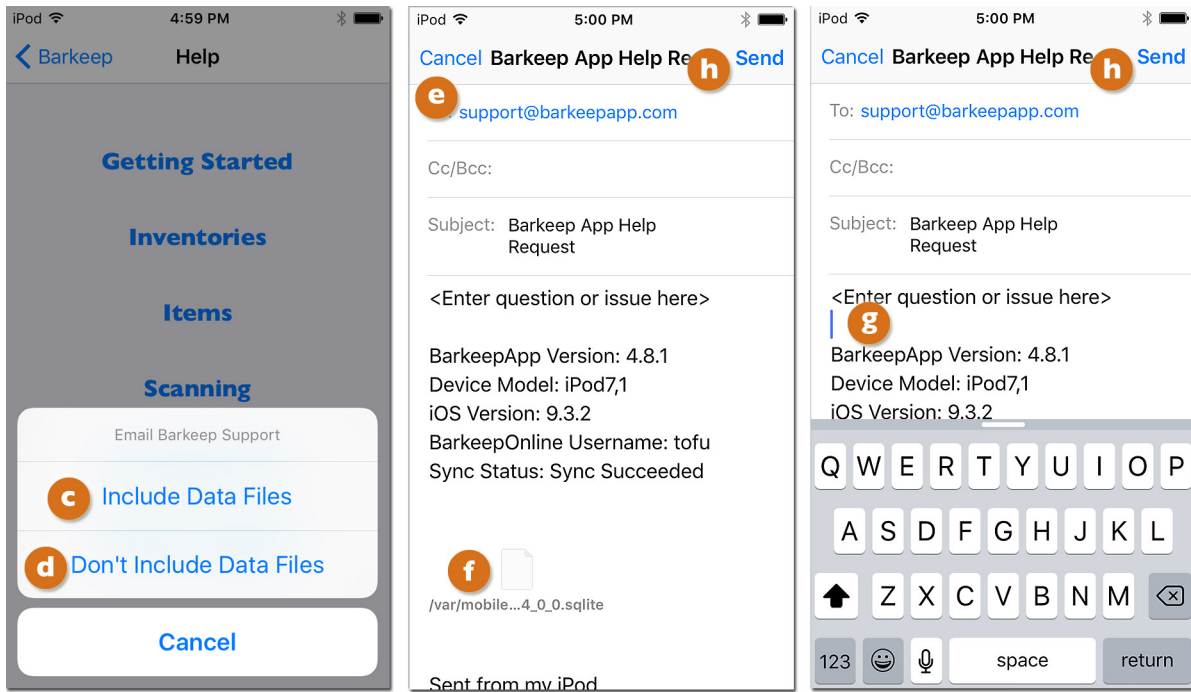
1. Press the "Help" button **a** on the Main Screen.
2. This will take you to the Help screen. Select **Contact Support**. **b**
3. Choose to **Include Data Files** **c** if Barkeep Support requested them.
4. Or, choose **Don't Include Data Files** **d** to send a regular email message to Barkeep Support.



continue to next page

Contacting Barkeep Support *and emailing your Data Files (cont.)*

5. If you choose to **Include Data Files** **c** you will be taken to an email message **e** with an attachment. **f**
6. We suggest adding a brief message describing the problem.
Press the text field **g** in the email message to activate the keyboard and add your message.
7. Press the **Send** **h** to email the Data Files to Barkeep Support. **h**
8. Or, if you choose **Don't Include Data Files** **d** and wish to send a regular email message.
9. Press the text field **g** in the email message to activate the keyboard and add your message before pressing the **Send** at the top of the screen. **h**



iPad users continue to next page

Contacting Barkeep Support *and emailing your Data Files* (cont.)

iPad users take similar steps by:

1. Press the "Help" button **a** on the Main Screen.
2. Next select **Contact Support** on the pop-up menu. **b**
3. Choose to **Include Data Files** **c** if Barkeep Support requested them.
4. Or, choose **Don't Include Data Files** **d** to send a regular email message to Barkeep Support.
5. The next step is to add an optional message and send your email (as shown on the **previous page**).

