Support

General · https://tenjin.com/docs/support/

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Best Practices for Better Technical Support

Login Issues

- If you are unable to login, please make sure you are not using an ad blocker on the browser. Contact us with the following info:
- Browser type(Chrome, Safari, etc)
- Whether or not you're using a VPN
- Were you able to login before? When did the issue start happening?

Data Discrepancy Issue

If there's a data discrepancy issue between Tenjin and other platforms, please verify these initially before reaching out to Tenjin Support:

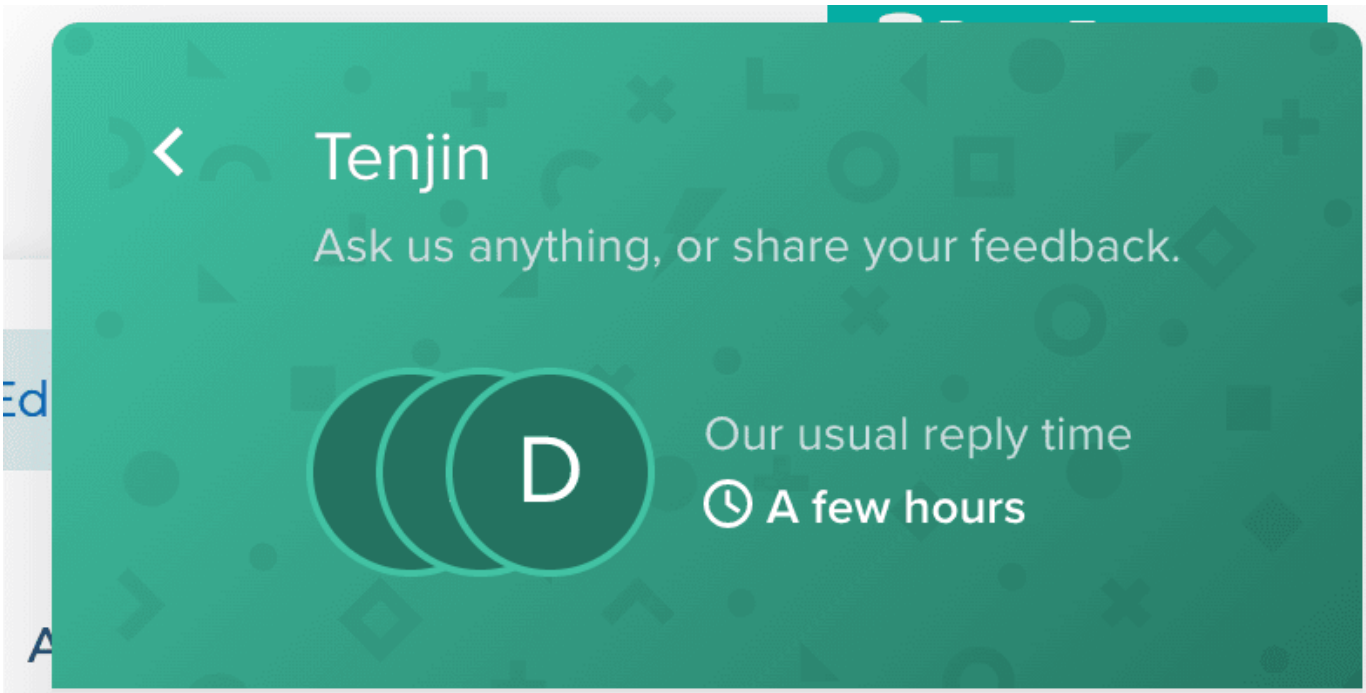
- Are you looking at data on both platforms for the same date range?
- Do both platofrms have the same timezone for their data? Tenjin uses UTC timezone.

Then contact us with the following info:

- What metrics are you comparing?
- What platform(s) are you comparing with Tenjin?
- What granularity are you looking at? Are you looking at app, channel or campaign level data?
- What time period are you looking at?
- Any screenshots that might be helpful to troubleshoot the issue.

How Does Intercom Work?

Tenjin uses Intercom as a real-time chat tool embedded on the dashboard that enables us to respond to your questions faster. To start a chat, click the circle located in the bottom right of the screen. From there you can chat and send us your questions. Our team will reply as soon as possible.


Tenjin
Ask us anything, or share your feedback.
D
Our usual reply time
A few hours