

Support Documentation

Technical Support

For technical assistance, contact:

- Primary Support: janny@truckrates.ai
- Technical Support: vladimir.todorov@truckrates.ai

System Requirements

- Microsoft 365 subscription
- Any supported version of Outlook
- Active internet connection
- Modern web browser (for Outlook Web)
- Valid Truckrates account

Common Issues

1. Add-in not loading

- Check internet connection
- Verify Truckrates account status
- Clear browser cache (for Outlook Web)

2. Authentication issues

- Confirm Truckrates credentials
- Check account status
- Try logging out and back in

3. Rate calculation issues

- Verify input data
- Check internet connectivity
- Refresh add-in

Feature Requests

Submit feature requests to: janny@truckrates.ai

Troubleshooting Steps

1. General Connectivity Issues

- Verify internet connection
- Check if Outlook is up to date
- Restart Outlook if necessary

2. Login Problems

- Clear browser cache and cookies
- Verify account credentials
- Contact support if issues persist

3. Performance Issues

- Close unnecessary Outlook add-ins
- Check system resources
- Update to latest version