

# Generating your support code

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In this article, you will learn how to generate your support code.

Your support code enables us to access your account if necessary. All OnceHub accounts have a support code. You may be asked to provide your support code if you contact us through one of our support channels.

Your generated support code is valid for 30 days only. After this, you must generate a new support code if you require further assistance (if account access is required for reviewing and/or resolving the issue).

## To generate your support code:

1. In the top right menu, click on the question mark icon.
  2. Select **Generate support code**.
  3. **Copy**.
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