Fube

GUIDE

Get help and track your queries in Fube



fube.es

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> When you work with Fube, there comes a time when you need a hand: a question the assistant can't answer, some odd behaviour you want to report, or an idea for an improvement you'd like to see in the product. Fube has a clear place for all of that, and the good news is that it doesn't force you to go off to your email or fill in a standalone form that then gets lost: your queries live inside the app, with their history and status, and product improvements are proposed and voted on in a portal shared with the rest of the users. This guide shows you how to open a support query, how to track its status, how to propose and vote on ideas in the **Feedback** portal, and how to check the product's **What's new** page.

Before you start

You don't need anything special: any active Fube account can open support queries, and any user can propose, vote and comment in the Feedback portal. If your question is specific, try the **AI assistant** before opening a query: it answers many questions instantly and, if it can't, it helps you escalate. When you really do need a person from the team, read on.

Which channel you get depending on your plan

The important thing first: **tickets and the assistant are available on all four plans**, including the free one. What changes from one plan to another are the additional channels.

Plan	AI assistant	Queries (tickets)	Email	Phone	Priority support
Starter	Yes	Yes	—	—	—
Pro	Yes	Yes	Yes	—	—
Business	Yes	Yes	Yes	—	Yes
Elite	Yes	Yes	Yes	Yes	Yes

The email address, when your plan includes it, is **soporte@fube.es**, and it is mainly useful for attaching documentation or lengthy screenshots. **Priority support** is the only thing that separates Business from Pro in this area. And **phone support** exists only on Elite. If you need to upgrade your plan for this, you can do so in **manage your subscription**.

Whatever the channel: **have ready beforehand the email address you use to log in to Fube, what you were trying to do, what happened, the exact wording of the error if there was one and what you've already tried**. That's what turns a three-day query into a three-hour one.

Step 1 — Open Support

In the side menu, right at the bottom, you'll find the **Contact us** option. Clicking it does **not** open a standalone form: it opens the **Support** screen. That's the important detail: contacting Fube isn't 'send and forget', it's opening a conversation that is recorded and that you can always come back to.

The screen has two areas: on the left, the list of your queries; on the right, the conversation you select or, if you haven't selected one, the box for writing a new one. If it's your first time, the list will be empty and the box will be ready for your first one.

The inbox belongs to the company, not to you. Everyone in your organisation with access to support sees the same queries, whoever opened them. It's convenient —anyone can pick up a thread if the person who opened it is on holiday— and it's worth knowing before you write anything there you wouldn't want your colleagues to read.

Step 2 — Write a new query

Click **New query**, next to the list title, or go into Support without any query open: the right-hand column becomes **How can we help?**. There:

- **Choose what it's about**: **Something's not working**, **I have a question** or **I have an idea**.
- **Subject**: a short title summarising the problem.
- **Tell us what's happening**: what you're trying to do, what happens and what you expected to happen. The more specific you are, the sooner we can diagnose it. You can attach files with the paperclip or **paste a screenshot** straight into the text.

We don't ask you for the priority: the team sets it when reading your query.

When you're ready, click **Send query** (or **Ctrl + Enter**; **⌘ + Enter** on a Mac). The conversation opens at that moment and you receive a confirmation email ('We've received your query'), which is just a reminder: follow-up is done from Support, not by replying to the email.

Below the box you also have **Ask Fube**, which answers you instantly, and the **Guides**, in case you'd rather sort it out yourself before writing to us.

Step 3 — Track the status of your query

Each query in the list shows its subject, who wrote last and what they said, when, and its **status**. The status tells you at a glance whose turn it is:

- **Waiting for Fube**: the ball is in our court; it's our turn to reply.
- **Has replied to you** (in amber): we've answered you and are waiting for your reply.
- **Resolved**: the query is closed. You can reopen it if it's needed again.

Above the list you choose to see **All**, only **Open** or only **Resolved** queries, each with its count.

Click any query to open the full conversation: your messages on the right, the team's on the left with the name of the person helping you, separated by day. At the end, a line tells you whose turn it is. If a reply from the team has no specific agent assigned, it appears signed as **Fube team**.

Reply in the thread

To reply, write in the box at the bottom —it tells you who you're replying to, 'Reply to Fran...'— and click **Send** or **Ctrl + Enter**. It supports bold (**Ctrl + B**) and lists (start the line with '- '). Your reply puts the query back into **Waiting for Fube**, so that we pick it up again.

Attach files

With the paperclip in the writing box, or by pasting a screenshot, the file goes inside the message itself. All the files in the query are also gathered in the **Attachments** tab, where you can also upload a standalone one with **Attach** and download them.

Close or reopen

When you consider it resolved, click **Mark as resolved** and the query moves to **Resolved**. If the problem comes back, open the query and click **Reopen**, or simply write in it: it goes back to **Waiting for Fube** and you carry on in the same thread, with the whole previous conversation intact. And if we reply and you don't write again, the query **closes automatically after 7 days**, so you don't have to remember to close it yourself.

How you find out about replies

When the team replies, the reply appears **on screen**, at the bottom right, in whichever part of Fube you're in, and you can answer it right there. It also stays in the **notification bell** until you reply, and you receive it by **email** (with a button to return to the conversation). Note: the email is only the alert; to continue, reply from Support, not by answering the email.

> Shortcut: in the bell in the header, the **Support** tab shows your latest conversations, with the last line of each one and its status, and a link to the full inbox.

Step 4 — Suggest and vote on improvements in the Feedback portal

As well as one-to-one support, Fube has a **Feedback portal**: the place where you suggest new features, vote on other users' ideas and follow the product's direction. Your opinion there genuinely shapes priorities. It lives **inside the application**, so you need an account to access it; what's shared there is seen by other Fube users, not the general public.

You get there from the **Suggest a feature** option in the side menu, which takes you to the portal. The portal has three tabs: **Feedback**, **Roadmap** and **What's new**.

Submitting an idea

In the **Feedback** tab click **New idea** and fill in the **title**, the **category** (the area of Fube it affects) and the **description** (the use case and the result you expect). Click **Submit request**.

There are eight categories, and choosing yours carefully is what gets the suggestion to the right people:

Category	What for
Invoicing	Invoices, taxes and accounting
User experience	Interface, navigation, accessibility
Integrations	Connections with external services
Reports	Statistics, tax forms and data analysis
Automation	Workflows and automated tasks
Human resources	Employees and time tracking
Projects	Project and task management
Other	Anything that doesn't fit the above

Something that surprises people and is worth knowing: your suggestion isn't published when you submit it. It starts with the status **Submitted** and, while it's there or **Under review**, only you can see it. It appears for other users when the team promotes it to **Planned**, **Coming soon**, **In development** or **Completed**. And if it ends up **Rejected**, it becomes visible only to you again. So don't be surprised if you can't find it in the list the day after writing it: it's there, and it's yours.

Voting and sorting

In the **Feedback** tab you can search suggestions by text and sort the list by **Most voted**, **Most recent** or **Most viewed**. To support an idea, click its **vote** button; click again to withdraw it. Each account has one vote per suggestion, so vote for what you really want to see. Before creating a new idea, it's worth checking whether a similar one already exists and voting for it: it pools support and raises its priority.

Flagging inappropriate content

If a suggestion or a comment crosses the line — offensive language, spam, content that has no place there — there's a **Report** button on the suggestion itself and on each comment. A window opens where you can briefly explain the problem; **the reason is optional**. Click **Send report** and the team reviews it: depending on the case, it hides or deletes the content. Nobody sees who reported it.

Following progress on the Roadmap

The **Roadmap** tab is a board with **four columns** — **Planned**, **Coming soon**, **In development** and **Completed** — showing the suggestions the team has selected. That's where you check whether your idea has moved forward; when a suggestion reaches **Completed**, the improvement is published in What's new.

Note that the four columns start **after** the review: a newly submitted suggestion isn't on the board yet, and neither is a rejected one. That fits with what we said earlier — until the team promotes it, your suggestion is yours alone.

Step 5 — Check the product's What's new

The **What's new** tab is the record of everything that has been released in Fube: new features, improvements, bug fixes and major changes. Each entry has its **title**, a **type label**, the release **date** and a **description** of what changed and, where applicable, how it affects you.

Entries are shown in **reverse chronological order**: the most recent appears first. There are no filters by type, period or text, so the way to find something is to scroll down the list until you reach the date you're looking for. It's the ideal place to understand why a behaviour you weren't expecting has changed: scroll down to the date you noticed it and look for the entry that introduced it.

Edge cases and common errors

- **I clicked 'Contact us' and no form appears.** That's expected: that option opens the **Support** screen, not a standalone form. To write, use the **How can we help?** box on the right or click **New query**.
- **I can see queries I didn't open.** That's expected: **the inbox belongs to the company, not to an individual**. Everyone with support access in your organisation sees the organisation's queries, whoever opened them. Bear this in mind before writing anything you wouldn't want your colleagues to read, and agree internally who opens each query to avoid duplicates.
- **I replied to the email and nothing happened.** The email is only the alert. The conversation continues in **Support**, where all the messages and attachments are kept.
- **I want to correct a suggestion I've already submitted.** In the application, a suggestion can't be edited once submitted. If you need to clarify it, add a comment in its details or write to us through support.
- **I don't get an alert when my suggestion progresses.** A suggestion's progress doesn't trigger a notification: you can check its status in the portal's **Roadmap** tab, and completed improvements appear in **What's new**.

Frequently asked questions

Do I have to go to my email to talk to support? No. The whole conversation takes place inside Fube, in **Support**. The email and the bell are only alerts so you know when we've replied; you always reply from Fube.

Where do I write a new query? On the **Support** screen (which you reach via **Contact us**): with no query selected, the right-hand column is the box for writing it. If you have one open, click **New query**, next to the list's title.

What's the difference between support and the Feedback portal? Support is for your specific case: a question, an issue or something you're stuck on, and the team handles it for your company. The **Feedback** portal is shared: there you suggest and vote on product improvements alongside other Fube users, and follow their progress on the **Roadmap**. Neither is public on the internet; both live inside the application.

Can my colleagues see the queries I open? Yes. The support inbox belongs to the company, not to each person: anyone with support access in your organisation sees all of the organisation's queries.

Why can't I find the suggestion I've just submitted? Because it's still **Submitted** and with that status only you can see it. It will appear in the general list and on the **Roadmap** when the team promotes it.

Can I filter the What's new list? No. What's new entries are shown in reverse chronological order, with no filters by type, period or text. Scroll through the list until you reach the date or update you're looking for.

How many times can I vote for an idea? Once per account. Press the vote button again to withdraw your support. This way, votes reflect genuine interest and help to set priorities.

Fube

START TODAY

Put this into practice with Fube

Create your free account and issue your first Verifactu-compliant invoice in minutes. No card, nothing to install.

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