Request Data Capsule Help

If you have questions about or are experiencing problems in your data capsule, you may submit a request for help directly from your data capsule. To locate the request help form, click on the dropdown menu located to the right of the screen labeled 'More Data Capsule Functions':

Click on the label 'Request Data Capsule Help'.

You will be redirected to a form that you must fill out and submit.
Once you submit your form, a Jira help ticket will be created on your behalf and HTRC staff will be in touch with you via your institutional email on the status of your issue. We recommend putting in only one help request at a time before submitting a new form (i.e., wait for your initial problem to be addressed before putting in another request for help if another problem occurs in the same data capsule).