Get Help Fast!

Get the fastest possible help by making sure Support have all the details.

When emailing support@whitespace.co.uk for help, please double-check that you've included the answers to the questions below.

What is the actual problem?

Please describe the help you need from us as clearly as possible. The more detailed you can be, the faster we will be able to zero in on a fix for you.

What is the Whitespace reference number of the contract the problem involves?

The reference number is a 38-character string of numbers and letters beginning with 'IC', possibly followed by :: and more characters. It is shown in your browser's address bar. Please send us the reference number, the complete URL, or a screenshot containing the URL.

The Unique Broker Reference code is something different, and it will take us more time to help you if that is all that we have.

If the problem is not attached to a specific contract, please make sure to send us the complete URL of the page where you are encountering the problem.

Is this also affecting your colleagues?

Are you the only person that you know of having this problem? If not, how widespread is it?

What browser are you using to access the platform?

Please let us know both the name of the browser – Edge, Chrome, Safari, Firefox, etc. – as well as the operating system you are using, such as Windows 11 or MacOS Sonoma. If you know it, it would be useful to know what version number your browser is.

Have you attempted to logout and back into the platform and has the issue been resolved?

Does the problem still occur when you close your browser, restart it, and log back in to the Whitespace Platform? Is it happening on the same contract screen? Does it happen every time, or only sometimes?

When was the last time you successfully logged into the platform without the presented issue?

If you know a precise date, it would be very helpful for us to know exactly when the problem first appeared for you.

Screenshots

Please take a screenshot demonstrating the problem by clicking [shift]-[PrtSc] and then clicking in your email text and pressing [shift]-[V] on a Windows machine or by pressing [shift]-[command]-[3] on a Mac to save a screenshot to disk, and then attaching that image file to the email.