Your Guide to the New Sonar Help Center

Seamless Support Starts Here

Welcome to Our New Help Center Portal!

We're excited to introduce our newly designed Help Center — your go-to destination for finding answers, learning best practices, and getting the support you need.

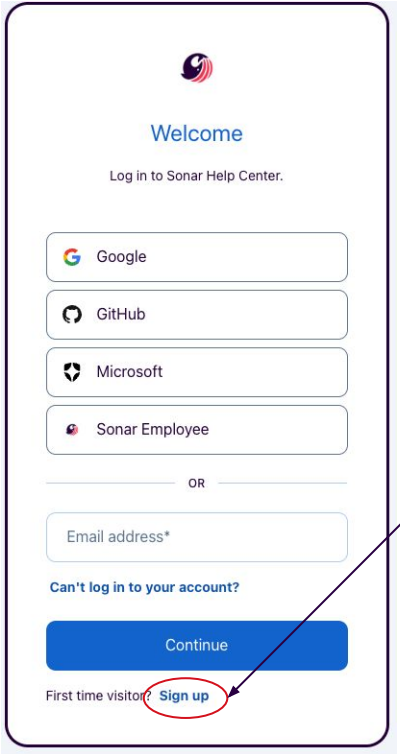
With a fresh look and improved navigation, you can now:

🔍 **Search smarter** — Thanks to the AI powered search you can find resources, documentation, and troubleshooting tips
📚 **Access key topics** — From license management to code coverage and authentication
💡 **Stay informed** — Explore roadmaps, performance guides,
🛠️ **Use it your way** — Whether you're using SonarQube in the cloud or on-premise, we've got resources tailored for you

Ready to explore? Start by searching or browsing our curated sections.
If you need more help, you can always **submit a request** directly from the portal.

Login to the new help center

https://help.sonarsource.com



How to connect

- Connect with the **email address registered at Sonar** for your service desk account (no change)
- **Preferably use one of SSO authentication providers** to connect to the support portal
- **Important**: For your **first login,** If you log in with an email address instead of an SSO provider, you'll need to **sign up** to create your account on the new system. **This is a one-time operation.**
- You can connect with an email address not registered as a service desk account. This allows you to **view support portal content.** However, one **cannot create tickets** nor see any previously create ticket with this method.
- To change the email address registered with Sonar, please log in to the portal, signing up with this address and email contact@sonarsource.com indicating this is the email you want to use going forward. For customers with premium support, this can be an additional one (limited to 5).

Sonar

New user experience

AI powered Search bar to search for information across the knowledge base

Quick way to find knowledge on the most queried topics

Quickly go to the relevant documentation section

Button to create a request

View of all open requests

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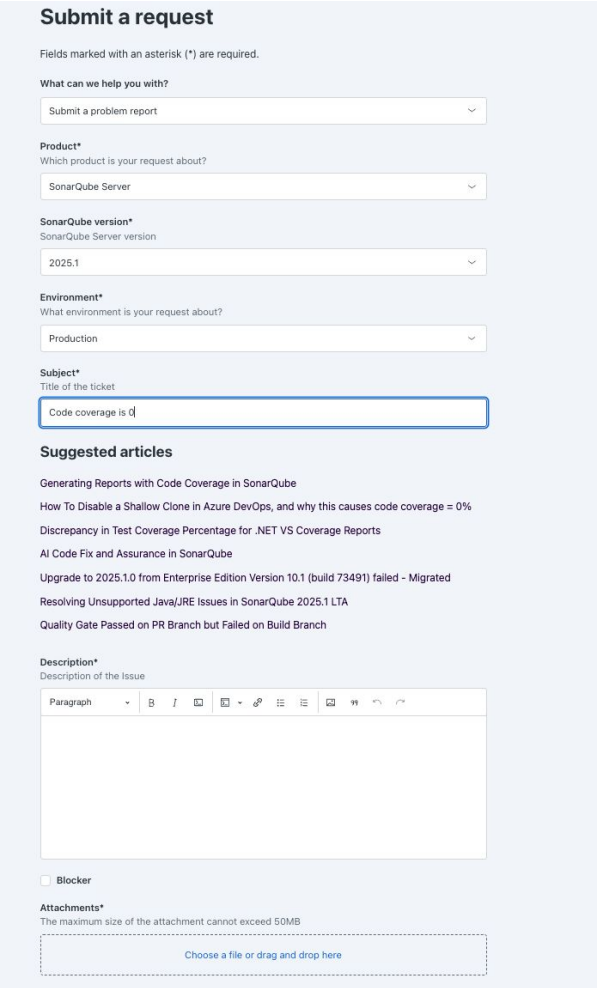
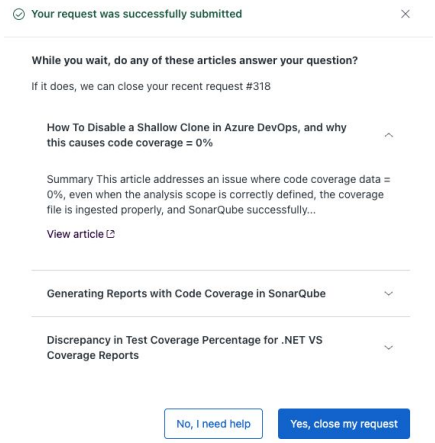
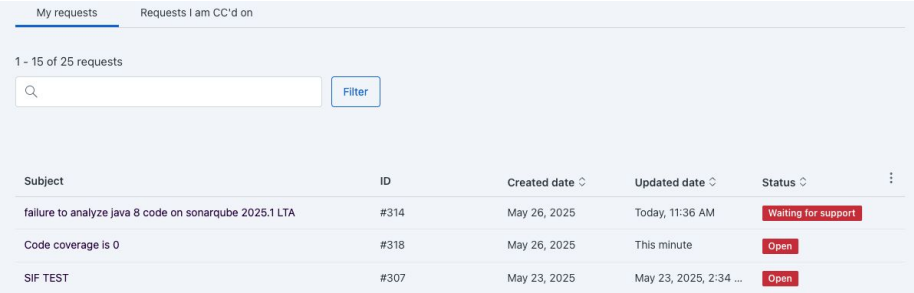
Ticket creation

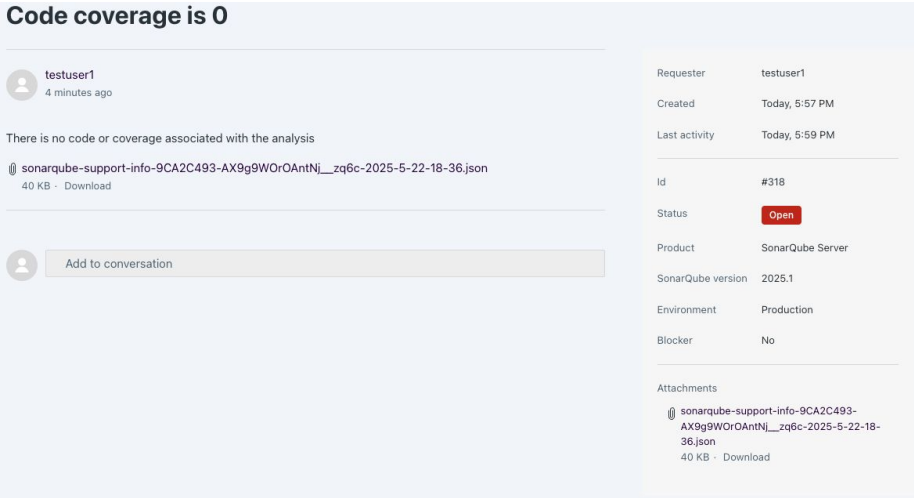
- Dynamic form depending on the type of request
- Suggestion of relevant knowledge article as one enters the request subject.
- Ability to flag a ticket as blocker (Premium Support only)
- More suggested answers based on request description





My requests





- List of all pending requests
- Ability to look at ticket details and history

FAQ

- **What should I do to prepare?**

  Prepare to receive notifications from the following email addresses:

  1. noreply@sonarsource.com (sign-up and login notifications)
  2. help@customersupport.sonarsource.com (ticket update notifications)

- **I can't login. What should I do?**

  To get help logging in, submit a ticket at https://sonarsource.atlassian.net/servicedesk/customer/portal/1107 and a member of the help center support team will respond as soon as possible.

- **Where is my ticket history?**

  On July 7th, all tickets submitted to sonarsource.atlassian.net will be made available to you in a read-only state and will remain available to you until they are migrated to help.sonarsource.com. Work to migrate your complete ticket history from sonarsource.atlassian.net to help.sonarsource.com is currently in-progress.

Sonar

FAQ

- **Why is there a new portal?**

  We've launched a new support portal designed to enhance your customer experience. This portal features an AI-powered search function that helps you easily locate relevant information using our growing collection of knowledge articles. Additionally, we are introducing new communication channels, such as an AI chatbot that allows you to interact in your preferred language. These improvements will also enable our Support Engineers to manage your requests more efficiently, ultimately leading to a significant boost in the quality of support we provide.

Sonar

FAQ

- **I logged in but cannot submit tickets**

  There can be 2 reasons for that, either:

  a. You are not registered as a support customer—in this case, you can browse content but cannot submit tickets. However, you can still access our community forum or reach out to your sales representative if you wish to subscribe to support.
  b. Or you have support but did not log in with the address you registered for your company to access the support portal.