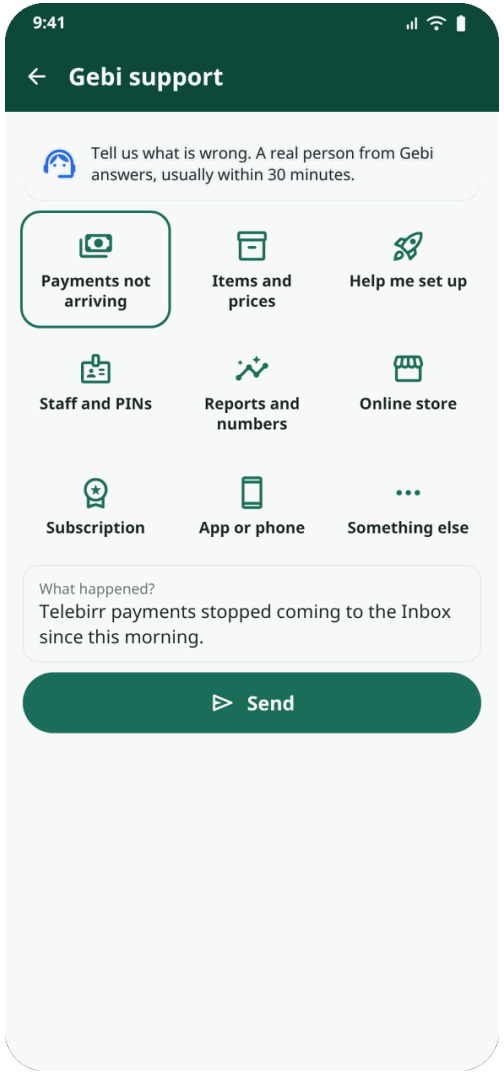
My Gebi · ገቢ

Getting help from Gebi

Real people, in Amharic, and you stay in control.

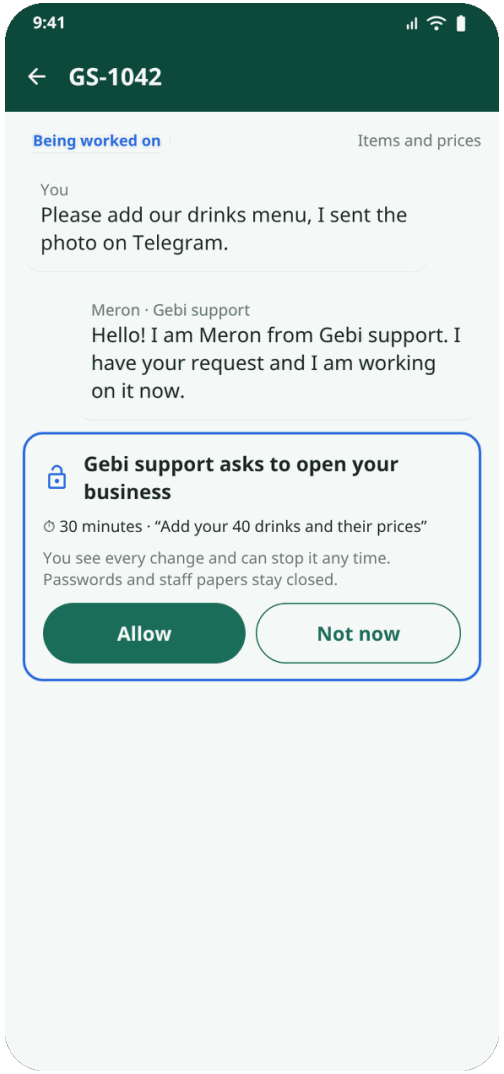
Ask for help

- More **Gebi support**.
- Pick what it is about (payments, items, setup, staff, reports, store…) and write what happened.
- You get a case number like **GS-1042**. Replies come in the app and on Telegram.



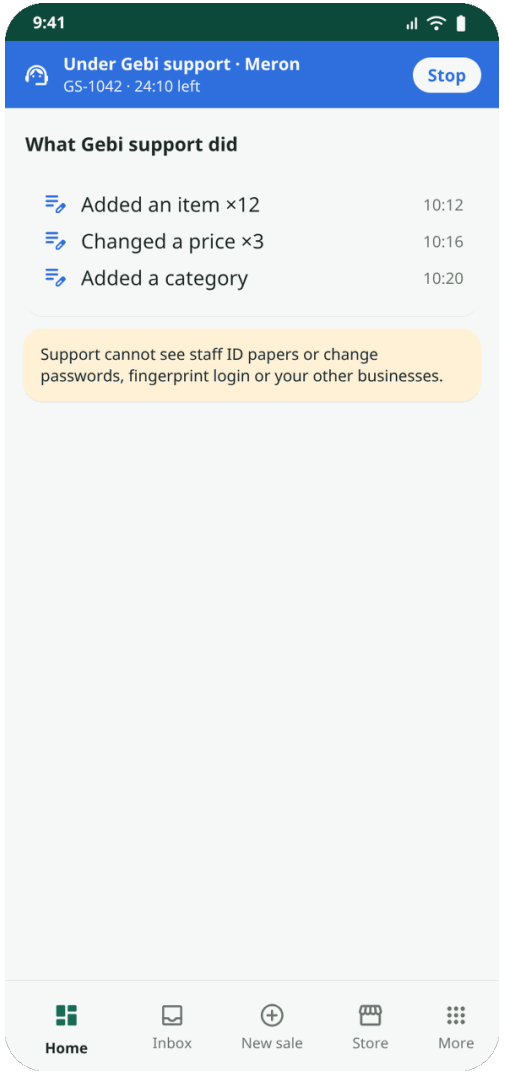
If support needs to work inside

- They **ask** on your case: how long (15 minutes to 2 hours) and **exactly what they will do**.
- You choose **Allow** or **Not now**. Nothing happens without your Allow.



While they work

- A blue bar: **Under Gebi support**, the name, the time left, and **Stop**.
- Every change is listed on your case: "Added an item ×12".
- **Closed to support:** your password, fingerprint login, staff ID papers, your other businesses, deleting.



When it is solved

- You get a closing message: what was wrong, what they did, what to do next.
- Rate the help with stars.
- Not solved? Tap **Still not solved** within 7 days.

Other help

- **Forgot your password?** Login **Forgot password?** a code from the Gebi Telegram bot. No Telegram? Call Gebi support.
- **Cashier forgot the PIN?** Staff the person New PIN.
- **New phone number?** Settings **Change my phone number**: the new number, your password and the fee (1,000 birr by Telebirr). Gebi support calls you on your **old** number to check it is you, then changes it. Your data stays.
- **Deleted your business and came back?** Register with the same phone: the app offers **Bring them back** (items, staff, accounts).
- **New version?** The green bar at the top, or "Download Gebi" in the Telegram bot. Updating never loses data.

Example: Yonas's restaurant had 60 dishes to add. He asked Gebi support, allowed 1 hour, and watched the dishes appear while he served lunch. At 2 o'clock the case closed: "Done: 60 dishes in 6 categories."