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## Change of Domain for the Support Helpdesk

2026-03-02 - Alice Petruzzella - [Comments \(0\)](#) - [General](#)

As part of the company's rebranding process, starting from the 9th March 2026, our users will notice some changes in the email address used by the Support Helpdesk and its domain.

### Emails

The email address used by the Support Helpdesk will be [support@lasernetgroup.com](mailto:support@lasernetgroup.com) instead of [support.services@formpipe.com](mailto:support.services@formpipe.com).

If you have not already whitelisted @lasernetgroup.com, do so now to ensure you receive any communication.

This can be done by adding the domain to your Safe Senders list or at an organizational level by your IT department.

### URL

support.formpipe.com will be moving to support.lasernetgroup.com. A redirect rule will be set up to direct you to the correct location.

Our knowledge base will keep its current URL, [kb.lasernetgroup.com](https://kb.lasernetgroup.com).