

All Performance & Optimization lab questions will be handled through the **IBM Cloud Support Center**

IBM Quantum Support & FAQs:

<https://quantum.cloud.ibm.com/docs/en/support>

Get help with IBM Quantum Platform and Qiskit

Premium Plan, On-Prem Plan, Direct Access, Flex Plan, Pay-As-You-Go Plan, special programs, and Open Plan (excludes Trial accounts):

All support inquiries must be submitted by [creating a case in the IBM Cloud® Support Center](#) and selecting 'Qiskit Runtime' in the Topic field. Ensure you have selected the appropriate IBM Cloud account (your institutional cloud account or any non-trial account) in the account switcher.

Please reach out for any technical matter, including platform issues, job errors, Qiskit guidance, or broader quantum computing questions. Our team includes technical experts ready to assist across this full range of topics.

Community support:

Have a Trial account or looking for other support options? [Join the Qiskit Slack community](#) to get help from our large community of users and experts. In Slack you will find topical channels such as #qiskit-runtime, #ibm-quantum-platform, #qiskit-transpiler, #qiskit-ecosystem, and many more.

You can also use [Stack Exchange](#) for support from the wider community about quantum computing and programming-related questions.

Creating a case in the IBM Cloud Support Center

The screenshot shows the IBM Cloud Support Center case creation interface. At the top, there are four tabs: 'Category', 'Topic', 'Details', and 'Review'. The 'Topic' tab is selected. Below the tabs, the 'Topic' field is highlighted with a red box and contains the text 'Qiskit Runtime'. Below this is the 'Subject' field with a character count of 0/160. The 'Description' field has a character count of 333/4000 and contains a detailed description template with numbered steps. Below the description is the 'Attachments' section, which includes a warning about file limits and a dashed box for file uploads.

IBM Cloud Support Center:

<https://cloud.ibm.com/unifiedsupport/cases/form>



1. Ensure you have selected the appropriate IBM Cloud account (your institutional cloud account or any non-trial account) in the account switcher.
2. Select *Qiskit Runtime* as Topic
3. Include *Performance & Optimization Lab* in the subject, along with a detailed description of your problem
4. In your description, include a description of the supporting materials, along with where you are getting stuck in the code and what you are expecting in your results
5. Attach code and supporting documentation as a .zip file, include a requirements text and code as an MRE