

How to contact Esko Support

Overview

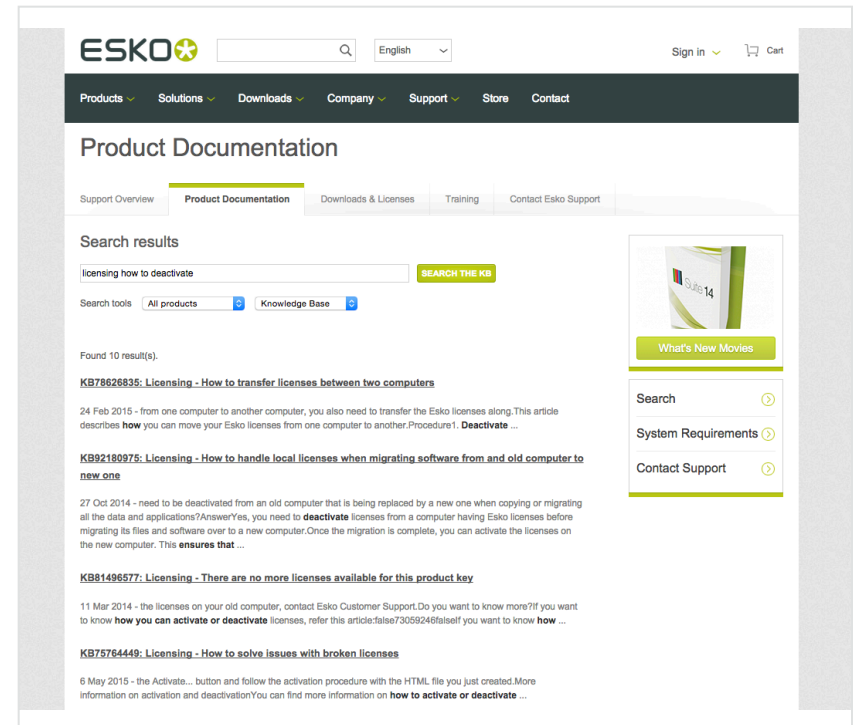
Through our online Support & Education platform on <http://esko.com/support>, you can:

1. [Search for solutions in our Knowledge Base and Product Documentation](#)
2. [Create new Support Cases](#),
3. [Follow up on existing Support Cases](#),
4. [Instantly contact one of our e-Support Engineers via Live Chat](#)

Of course, you can also use our [traditional e-mail and phone channels](#).

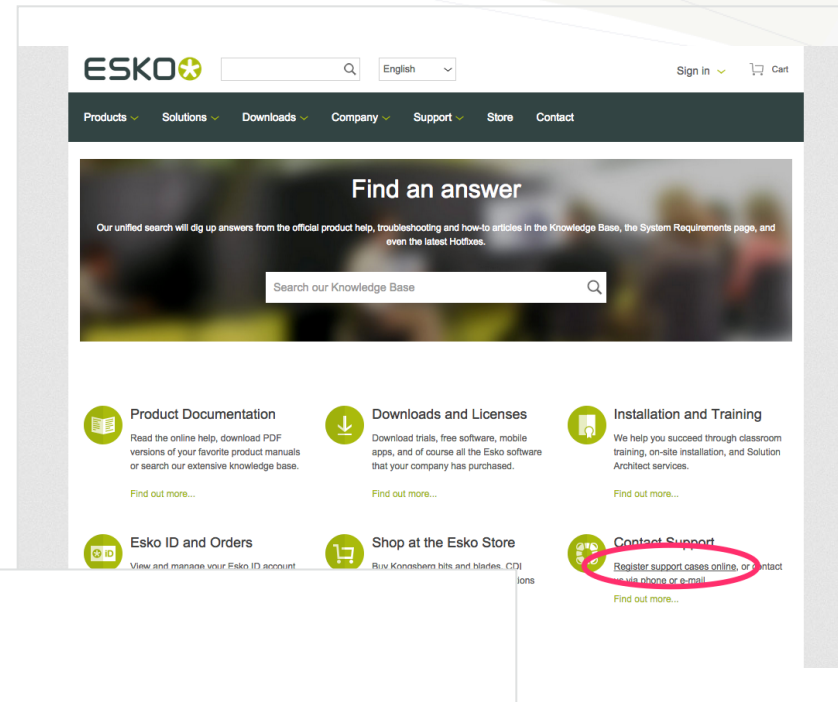
1. Search for solutions on esko.com/support

- Browse to <http://esko.com/support>
- Type your search query in the box and press Enter.
- In the **Search results** page, use the Product and Source filters to limit the number of results – you are searching 10,000 of pages of documentation and 4,000 KB articles!



2. Create a support case online

- Browse to <http://esko.com/support>
- Click the **Register support cases online** link.
- Sign in with your Esko ID, or [create a new one](#) if you do not have an Esko ID

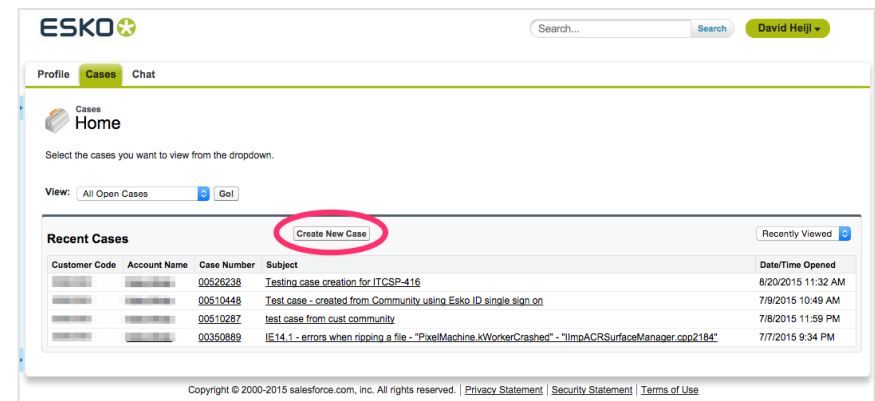
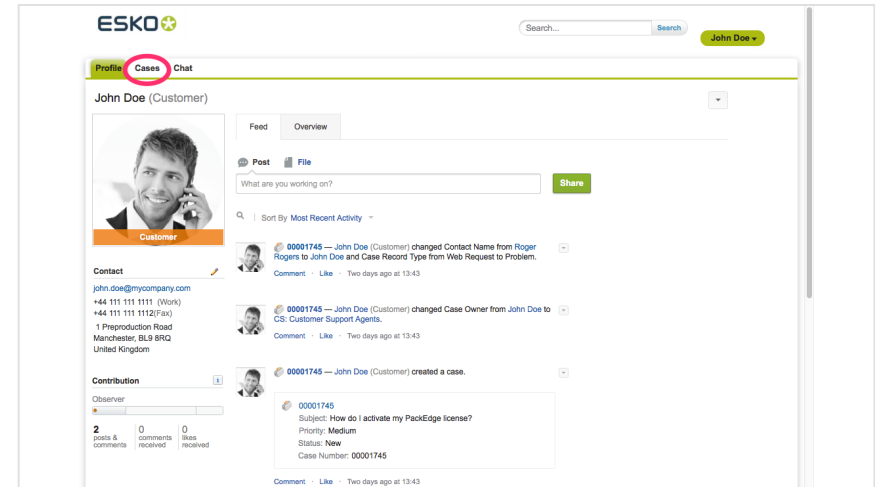
A screenshot of the Esko ID sign-in page. It features the Esko logo at the top. Below the logo, the text 'Sign In with Esko ID' is displayed, followed by a subtext: 'Use your Esko ID to sign in to the Esko Store, My Software, and Activation Services.' There are two input fields: one for the Esko ID (containing a blurred value) and one for the password (containing dots). To the right of the ID field is a link 'Don't have an Esko ID? Register here'. To the right of the password field is a link 'Forgot your password?'. A 'Sign in' button is located below the password field. At the bottom, there is a checkbox for 'Keep me logged in' and a tip: 'Tip: Do not choose this option if this is a shared or public device.'

2. Create a support case online, continued

- You are now signed in to our **Support Community**, and you see your personal update feed.
- Click the **Cases** tab at the top of the page.

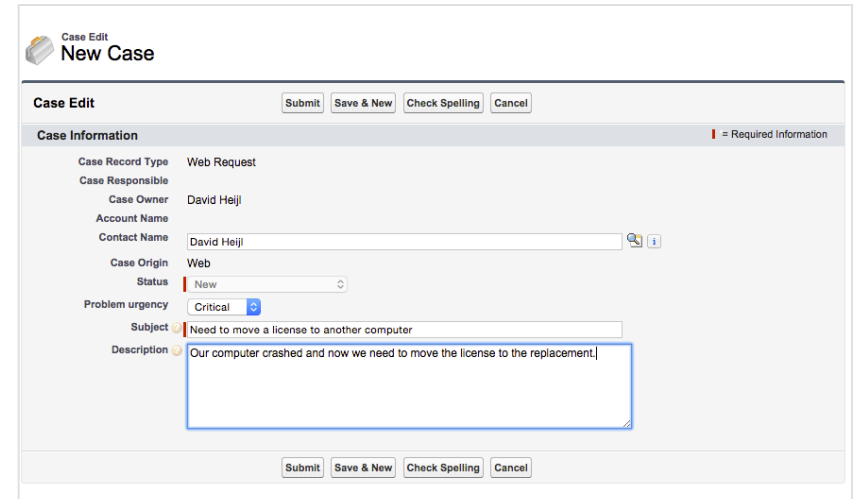
The list of your Open or Recently Viewed Cases appears (depending on your previous activity).

- Click **Create Case**.



2. Create a support case online, continued

- Fill in the **case details**, and make sure you specify:
 - The product to which you request applies
 - Any other details that might help us assign the appropriate support engineer to your case
 - Any actions you may have taken yourself to try and solve your problem



The screenshot shows a web form titled 'Case Edit' with a sub-header 'New Case'. The form is divided into sections: 'Case Information' and 'Case Details'. The 'Case Information' section includes fields for 'Case Record Type' (Web Request), 'Case Responsible' (David Heji), 'Case Owner' (David Heji), 'Account Name', 'Contact Name' (David Heji), 'Case Origin' (Web), 'Status' (New), and 'Problem urgency' (Critical). The 'Case Details' section includes a 'Subject' field with the text 'Need to move a license to another computer' and a 'Description' field with the text 'Our computer crashed and now we need to move the license to the replacement'. The form has buttons for 'Submit', 'Save & New', 'Check Spelling', and 'Cancel' at the top and bottom. A red exclamation mark icon indicates required information.

- Click **Submit**.

Your case has now been registered, and you will receive a confirmation e-mail with the case reference number.

3. Follow up on an existing support case

- Sign in to the Support Community, then click the **Cases** tab.
- Click on the linked **Case Number** or the **Subject** of a case to see its details.
The Case Feed shows all the updates to your case, including status changes and Case Notes (comments) being passed about.
- To reply to our support engineers, or to add new information to the case, type your message in the **Post** box, or attach a new **File**.

The screenshot displays a support case feed for Case Number 00526760, titled "Milestones no longer visible?". The case is in "Testing" status and was created on 28/08/2015 at 12:15. The interface includes a "Feed" tab and a "Details" tab. Below the tabs is a "Post" box with a "File" icon and a "Share" button. A red arrow points to the "Post" box. To the right of the "Post" box is a "Follow" button and a "Followers" section showing "No followers". The feed itself shows three updates: 1) A customer changed the Case Record Type from "Web Request" to "Problem". 2) A customer changed the Case Owner from a support agent to "CS: Customer Support Agents". 3) A customer created the case. Each update includes a "Comment", "Like", and timestamp of 28 August 2015 at 12:15. The last update includes a detailed case summary: "Subject: Milestones no longer visible?", "Status: New", and "Case Number: 00526760".

3. Follow up on an existing support case, continue

- If your case has been resolved, or if it is no longer an issue, you can request us to Close the case:
 - Click the **Details** tab of the case.
 - Click the **Edit** button.
 - Select the **Close this case** option.
 - Click **Submit**.

The screenshot displays the ESKO support case interface. At the top, the case number 00526760 and creation date 28/08/2015 12:15 are shown. The status is 'New'. The subject is 'Milestones no longer visible?' and the description is 'Testing'. The 'Details' tab is selected, and the 'Edit' button is circled in red. Below the 'Case Detail' section, the 'Case Information' section contains fields for Case Record Type (Problem), Case Responsible (CS: Customer Support Agents), Case Number (00526760), and Customer Code. The 'Additional Information' section includes Status (New), Problem urgency (Normal), and Case Origin (Web). The 'Asset' section has an 'Asset' field. The 'Description Information' section includes Subject (Milestones no longer visible?) and Description (Testing). The 'Global Support and R&D Information' section includes R&D Planned Version and R&D Status. The 'Close this case' option is checked.

Case Number 00526760 Created Date 28/08/2015 12:15

Status New

Case Respons... Created By Last Modified ...

Testing

Feed Details

Case Detail Edit

Case Information

Case Record Type Problem Contact Name

Case Responsible CS: Customer Support Agents Contact Phone

Case Owner CS: Customer Support Agents Contact Email

Case Number 00526760

Customer Code

Case Edit 00526760

Case Edit Submit Submit & Add Attachment Save & New Cancel

Case Information Required Information

Case Record Type Problem Contact Name David Heiji

Case Responsible CS: Customer Support Agents

Case Number 00526760

Account Name

Close this case

Additional Information

Status New

Problem urgency Normal

Case Origin Web

Asset

Asset

Description Information

Subject Milestones no longer visible?

Description Testing

Global Support and R&D Information

R&D Planned Version R&D Status

Submit Submit & Add Attachment Save & New Cancel

4. Live Chat with our e-Support Engineers

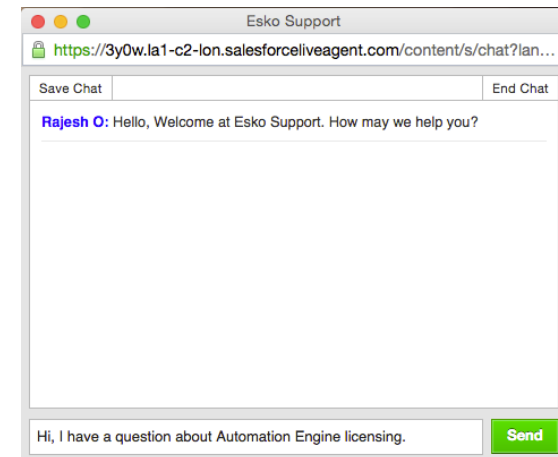
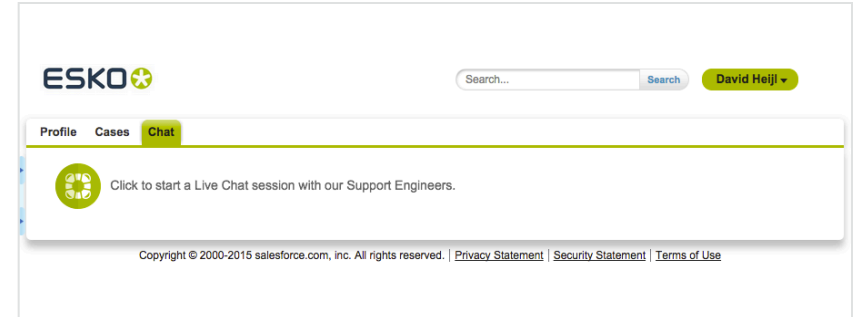
- Sign in to the Support Community, then click the **Chat** tab.



- If the Chat button is green, one of our engineers is connected. Click the button to start a chat session.

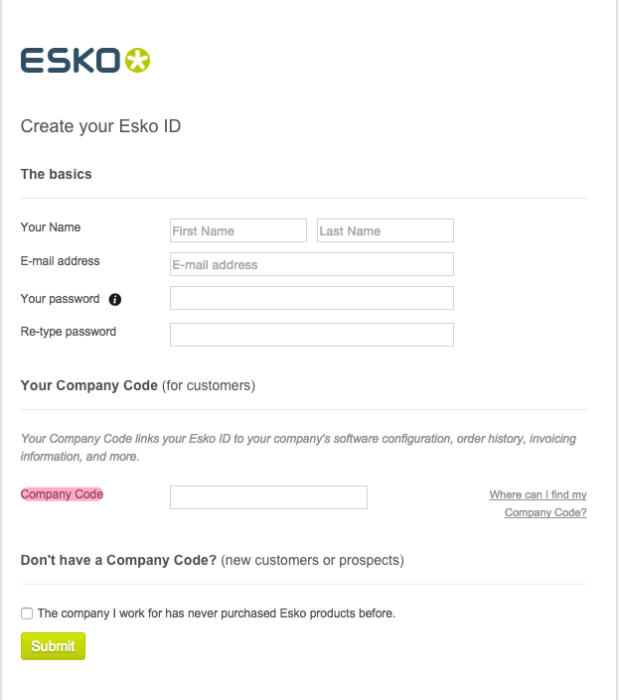


- If the Chat button is grey and disabled, no one is available to help you at this time (please try again later).
- After your chat, the engineer that helped you will create a support case to save your conversation and follow up on the issue.



Creating an Esko ID

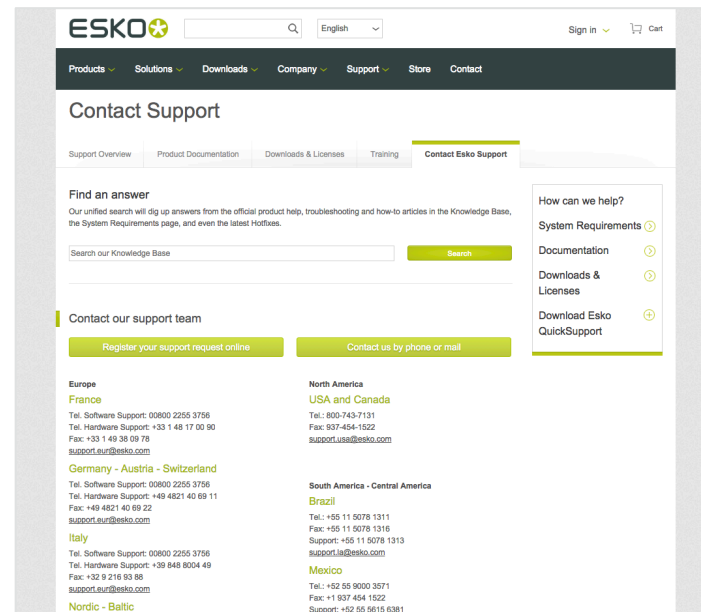
- Your Esko ID is your **personal key** to all things Esko.
- Use your Esko ID to:
 - Register **support** cases
 - **Buy** software and consumables
 - **Download** software
 - **License** your software
- To create an Esko ID, fill out the form and make sure you provide your Company Code.
- After you submit the form, wait for the confirmation e-mail and when it arrives, click the link in the e-mail.



The screenshot shows the 'Create your Esko ID' form. At the top is the 'ESKO' logo with a star icon. Below the logo is the heading 'Create your Esko ID'. The form is divided into sections. The first section, 'The basics', contains four input fields: 'Your Name' (split into 'First Name' and 'Last Name'), 'E-mail address', 'Your password' (with a help icon), and 'Re-type password'. The second section, 'Your Company Code (for customers)', includes a text box for the 'Company Code' and a link 'Where can I find my Company Code?'. Below this is a section for 'Don't have a Company Code? (new customers or prospects)' with a checkbox 'The company I work for has never purchased Esko products before.' and a yellow 'Submit' button.

Using offline channels

- You can also reach our Support teams via phone or e-mail, but be aware that registering your case online allows to respond to your request faster.
- To look up the contact details for your region, browse to <http://www.esko.com/en/Support/ContactSupport/> and click **Contact us by Phone or mail**.



ESKO*

