How to contact Esko Support
Overview

Through our online Support & Education platform on [http://esko.com/support](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
5. Create an Esko ID

Of course if you wish, you can still 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 through 10,000 of pages of documentation and 5,000 Knowledge Base articles.

- This is also Esko’s central access point for all the online services
2. Create a support case online

- Browse to https://www.esko.com/en/support
- Click the **Register a Support Case** link.
- Sign in with your Esko ID, or create a new one if you do not have an Esko ID. Click [here](#)!
2. Create a support case online

- You are now signed in to our Support Community, and you see your personal update feed.
- You can also talk to other customers on the Forum.
- And register your Ideas by clicking on the Ideas tab.
- Click the Cases tab at the top of the page.
- The list of your Open Cases appears
- Click Register Support Case
2. Create a support case online

- Fill in the case details
  1. Choose the installed **product** to which your request applies
  2. Describe the **subject** of this Support case
  3. Provide a complete **description** of the problem, including details
  4. Indicate **problem urgency**
     - Normal / Critical / Down
  5. Click **Register Support Case**
     Your case has now been registered, and you will receive a confirmation e-mail with the case reference number.
3. Follow up on existing support case

- Sign in to the Support Community then click the **Cases** tab.
- Click on the linked **Case Number** of a Case to see its details.
- The **Case Feed** shows all the updates to your case.
- 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**.
3. Follow-up on existing support case

- If your case has been resolved, or if it is no longer an issue, you can request us to **Close** the case.
  1. Click on the linked **Case Number** of a Case to see its details.
  2. Click **Edit button**
  3. Check the box ‘**Close this case**’.
  4. Click **Save**
4. Live Chat with our e-Support Engineers

• Sign in to the Support Community, then click the Chat tab
4. Live Chat with our e-Support Engineers

- Fill in the necessary info in the **Live Chat** box that appears.
- Click ‘**Start Chatting**’
- After your chat, the engineer that helped you will create a support case to save your conversation and follow up on the issue.
5. Create 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, go to [https://signin.esko.com](https://signin.esko.com)
- Click ‘Get it here’
- Fill out the form by using your **corporate e-mail** address
- Click Submit
Using offline channels

- You can also reach our Support teams via phone or email, 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 https://www.esko.com/en/Support/ContactSupport and choose the option Contact us by Phone or mail.
Thanks so much for your time!