

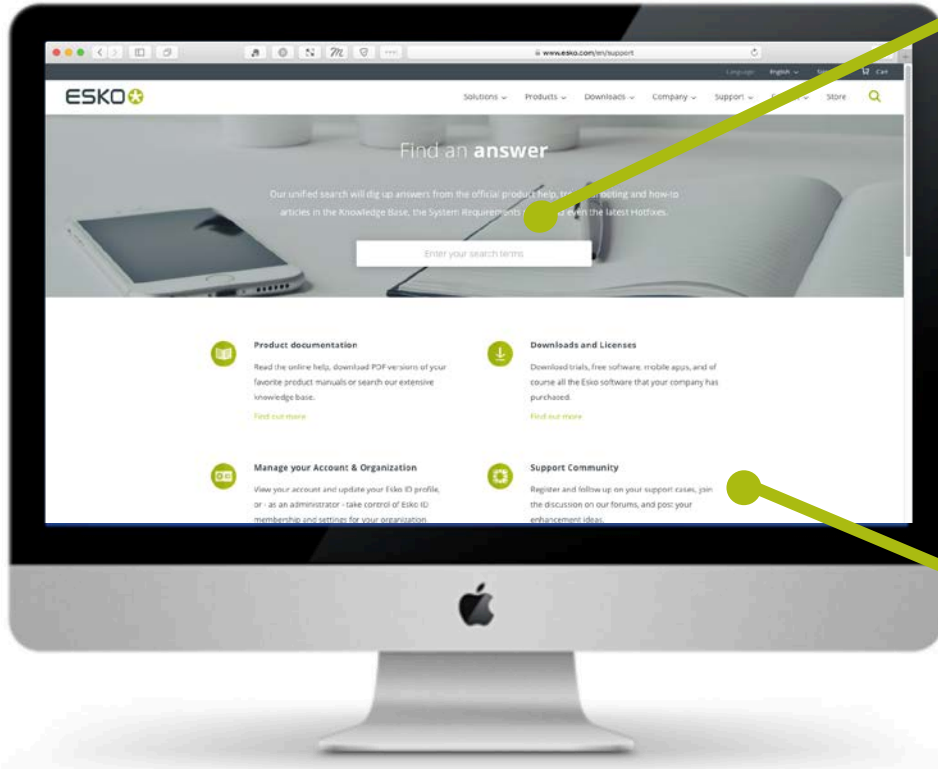
How to contact Esko Support

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
 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



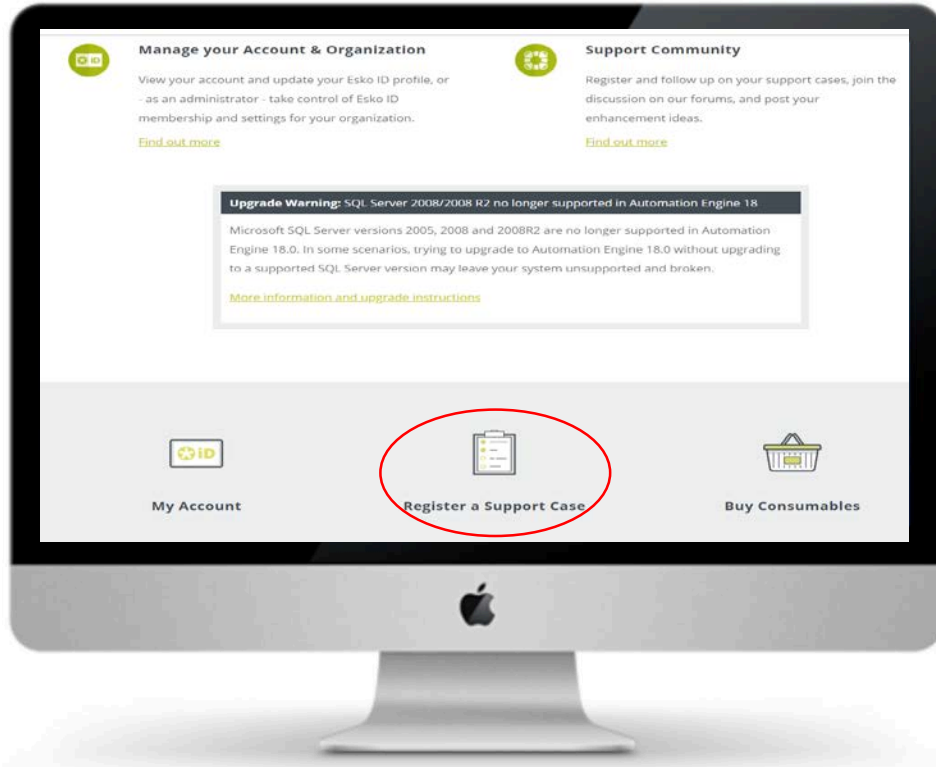
- Browse to <http://esko.com/support>
- Type your search query in the box and press Enter.
- In the **Search results** page, use the Product and Source filters to limit the number of results – you are searching through 10,000 of pages of documentation and 5,000 Knowledge Base articles.



- This is also Esko's central access point for all the online services



2. Create a support case online



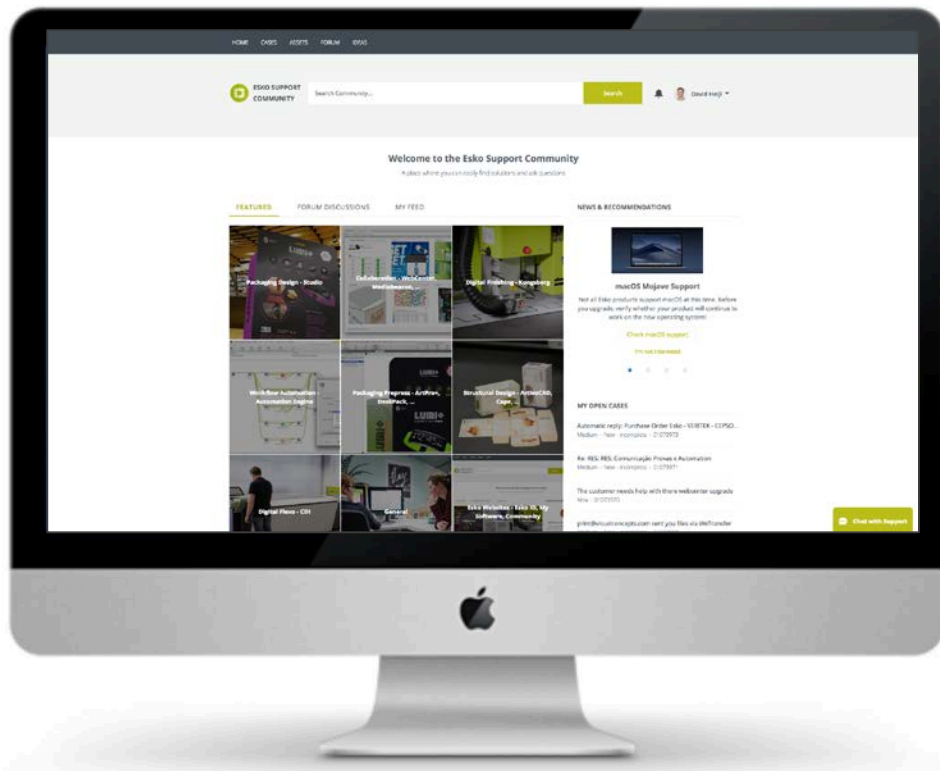
- Browse to <https://www.esko.com/en/support>
- Click the **Register a Support Case** link.
- Sign in with your Esko ID, or create a new one if you do not have an Esko ID. Click [here!](#)

The screenshot shows the 'SIGN IN WITH ESKO ID' login form. It includes the following fields and options:

- SIGN IN WITH ESKO ID**
- Introductory text: 'Esko ID gives you access to all Esko services. Confused? Find out more in [this article](#). Don't have an Esko ID yet? [Get it here!](#)'
- Email** field: Contains 'xoo@esko.com'
- Password** field: Contains '*****', with a 'Forgot your password?' link.
- Keep me logged in
- SIGN IN** button
- Footer text: 'Don't have an Esko ID yet? [Get it 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**

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.

* Asset (installed product)

Support Community - covered by Warranty

* Subject

Describe the subject of this Support Case...

* Description

Please provide a complete description of the problem, including details such as:

- Which version (and build) of the software do you have installed?
- Since when and how often do you have the problem?
- Is it a problem with one file or all files?
- Describe the problem step by step

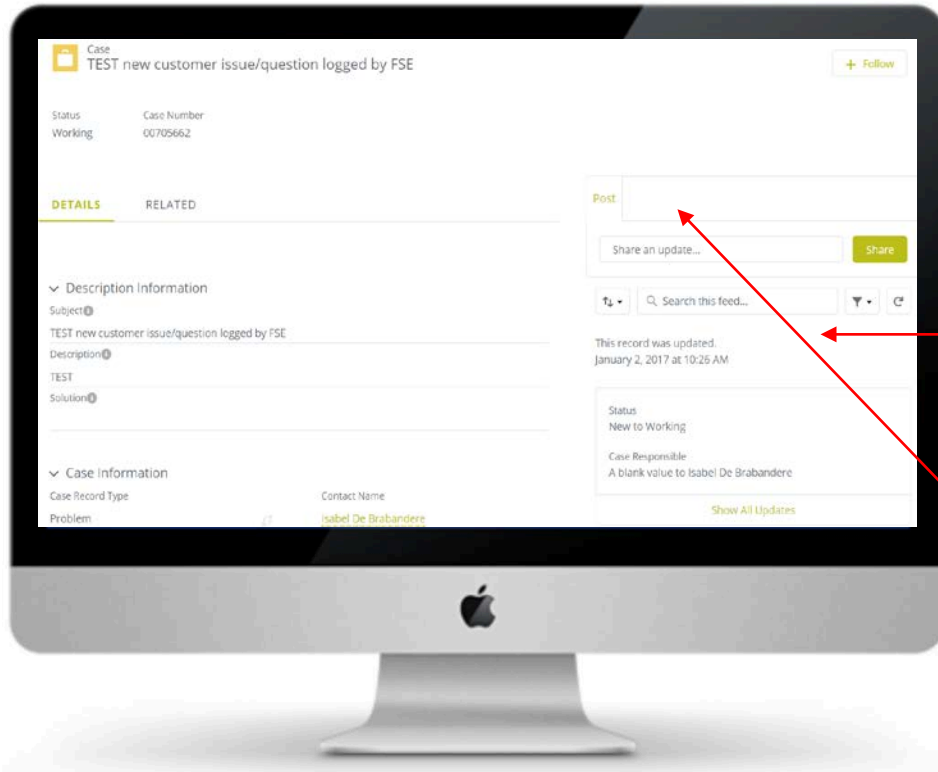
* Problem Urgency

Normal

Register Support Case



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

The screenshot shows a support case page for 'Test case on local Subject and Japan service quote template'. The case status is 'Working' and the case number is '00552124'. At the top right, there are three buttons: '+ Follow', 'Edit', and 'Change Record Type'. A red arrow points to the 'Edit' button. Below the case details, there are tabs for 'DETAILS' and 'RELATED', and a 'Post' section with a 'Share an update...' field and a 'Share' button.

The screenshot shows the 'Edit 00552124' case page. It displays various case details in a two-column layout:

Case Record Type	Contact Name
Feature Request	Korina Pieters
Case Responsible	Contact Phone
Case Owner	Contact Email
Korina Pieters	
Case Number	
00552124	
Customer Code	
BGCS1	
Account Name	
Esko Global Company	
<input type="checkbox"/> Close this case	
<input type="text"/> Close comments	

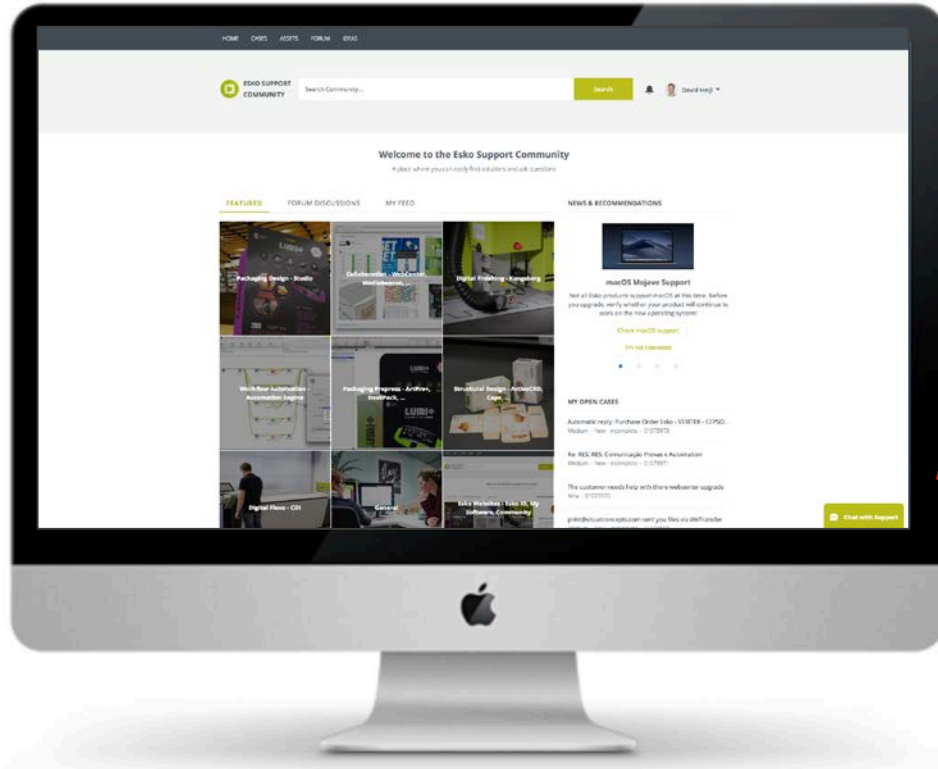
At the bottom right, there are 'Cancel' and 'Save' buttons. A red arrow points to the 'Close this case' checkbox.

● 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

Live Chat

*First Name

*Last Name

Email

Subject

Start Chatting

- 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

SIGN IN WITH ESKO ID

Esko ID gives you access to all Esko services. Confused? Find out more in [this article](#). Don't have an Esko ID yet? [Get it here!](#)

Email

xood@esko.com

Password

[Forgot your password?](#)

Keep me logged in

SIGN IN

Don't have an Esko ID [yet? Get it here!](#)

CREATE YOUR ESKO ID

To make the most of Esko products and services, you need an Esko ID. Esko ID gives you access to Trials, Support Cases, our Forums, Downloads, Licenses, the Esko Store and Learning Resources. [Find out more](#)

Name *

First Name

Last Name

E-mail address *

E-mail address

Your e-mail address will be your Esko ID. Use your corporate e-mail address to avoid authorization problems.

Password *

Password

Re-type password *

Re-type password

Company Information

Select the option that applies to your company:

- The organization I work for is an existing Esko customer. Please give me access to my company-specific information and resources.
- The organization I work for has never purchased Esko products before.

PRIVACY POLICY

- By creating an Esko ID, I indicate that I agree to the terms in the Esko [privacy policy](#) and I allow Esko to contact me via phone and/or e-mail.

SUBMIT

- 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>
- 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**.

The screenshot shows the ESKO website's 'Contact Support' page. The page has a navigation bar at the top with links for Products, Solutions, Downloads, Company, Support, Contact, and Store. The main heading is 'Contact Support'. Below the heading, there is a section titled 'Contact our support team' with a sub-heading 'Contact our support team'. The text explains that the fastest way to get support is to register a case online, but also mentions that users can contact via phone or email. There are two main buttons: 'Register your support request online' and 'Contact us by phone or mail'. A green arrow points to the 'Contact us by phone or mail' button. Below the buttons, there are contact details for Europe (France) and North America (USA and Canada).

ESKO Products Solutions Downloads Company Support Contact Store

Contact Support

Contact our support team

The fastest way to get support is to register your support case online, using our Support Community. Click the Register your support request online button below, and sign in with your ESKO ID. You can also contact us by phone or e-mail, of course.

If you want to find out more about our online Support Community or how to register a case, [click here for introductory information](#).

Register your support request online

Contact us by phone or mail

Europe

France

Tel. Software Support: 60800 2255 3756
Tel. Hardware Support: +33 1 48 17 60 90
Fax: +33 1 49 58 09 76
sales@eskofrance.com

North America

USA and Canada

Tel: 800-743-7131
Tel: 937-854-1522
Fax: 937-854-1522
help@eskousa.com

Thanks so much for your time!