



USING THE ECT HELPDESK

Enterprise Consulting Technologies (ECT) has enabled an online help desk for you to create and track any issues or request you may have. You may have received an email from helpdesk@enterprisect.com with your login name and password to access the help desk.

If not, you can create an account or log into your account at <http://helpdesk.enterprisect.com>. The instructions below will show you how to create an account and use the ECT help desk.

Launch your favorite internet browser and go to <http://helpdesk.enterprisect.com>. You will be redirected to the screen to the right. If you have an account put in your email address or your username and your password. Click the login button to proceed. If you forgot your password click on the 'Forgot Password' button to receive a new password for the help desk.



Welcome to the Enterprise Consulting Technologies Online Helpdesk. After logging in, please fill out all fields and provide as much detail about your problem/request as possible. Thank you and have a great day!

There is 1 public message

Login

E-Mail Address
Password

Login

[New Account](#) [Forgot Password](#)



New Account

First Name*

Last Name*

E-Mail*

Phone*

Phone 2

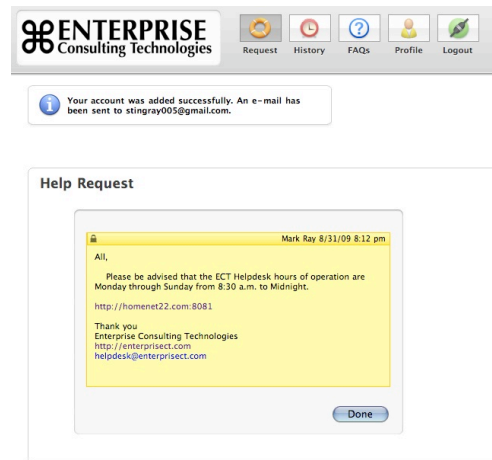
Location

Password

Confirm Password

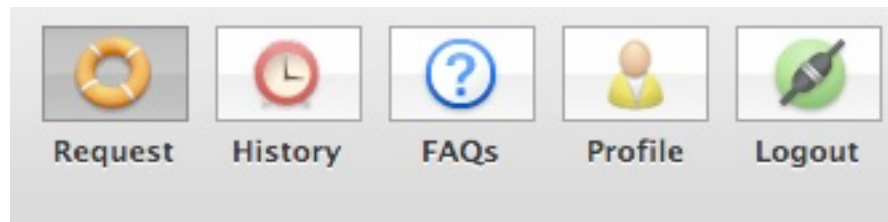
[Cancel](#) [Submit](#)

To create a new account just click on the 'New Account' button and fill in the required information and click 'submit'. Under the 'location' drop down menu please select the location that best fits you.



After you have created an account, or logged in, you will see any public messages that you will need to read. Click the 'done' button when you are finished.

You will notice all of your menu options... Request, History, FAQs, Profile and Logout.



Request is where you will open a support ticket.

History has any tickets associated with your name.

FAQs is where you can view other solutions that may assist you.

Profile is where you can change your demographic information and change your password.

Logout will log you out of the ECT helpdesk

After your ticket is opened it is assigned to a technician who will correspond with you via email, phone or help desk. The help desk will send you information regarding your ticket any time there is an update. When you receive an email from the help desk make sure to read all the notes at the bottom for detailed information. You can add your own notes by clicking on the 'add note' button in your email. You can also login the help desk, click on the history button and view all information about your request and add notes there too.

To get started just go to

<http://helpdesk.enterprisect.com>