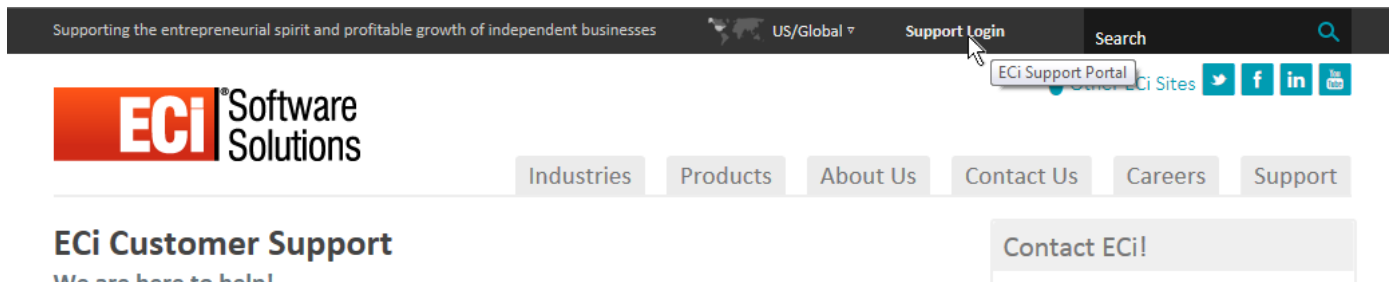
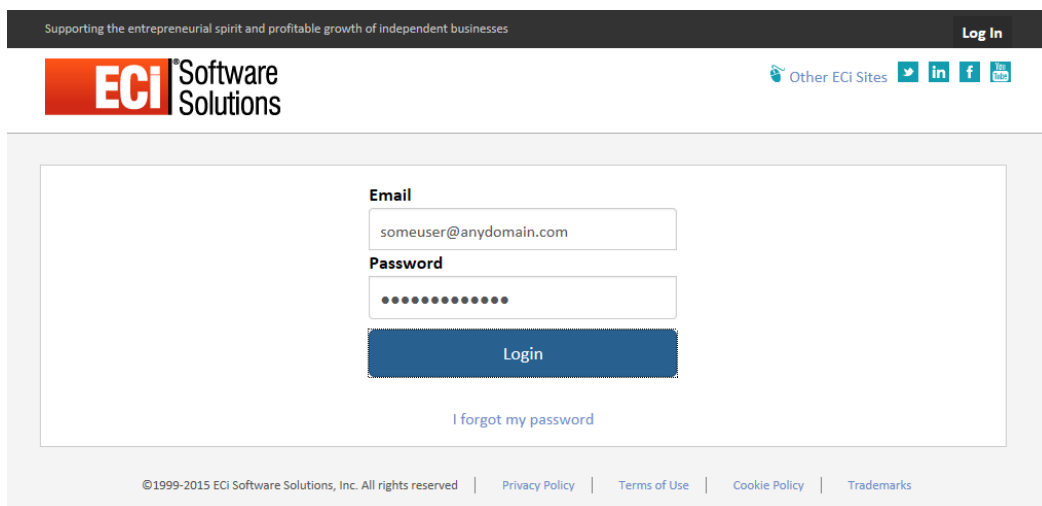


Using the Support Portal

The portal offers learning and other resources (videos, documents, Crystal Reports reports) as well as case submission and tracking. The portal can be accessed by visiting the main ECi Software Solutions web site (www.ecisolutions.com) and choosing “support login” near the top of the page.

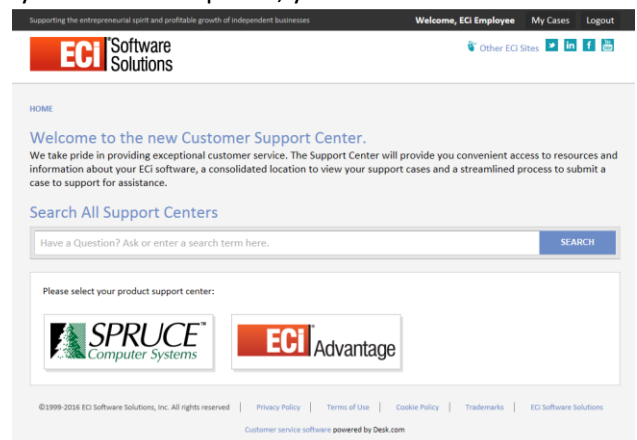


You can also reach the support area directly at <https://help.ecisolutions.com>.



You will use your Email address for login and a password we provide. All communication for cases (tickets/issues) is done by Email, so a valid Email account is required. If you haven’t previously used the new portal, you will need a user account. This currently must be done by contacting support, but ECi is developing an on-line form for requesting a user account.

Once you successfully log in, you may be asked to select a product support center, but only if you have more than one ECi Software Solutions product. If necessary, select (click) the “logo” image for the desired product to continue.



After choosing a “product support center,” you are placed in the home portal for that product (see the image on the following page). This offers a search feature and three panels titled “[FIND ANSWERS](#),” “[STAY CURRENT](#),” and “[CONTACT US](#).” The support number and hours are listed in the “CONTACT US” panel.

Below these three (3) panels, you’ll find the ECI Software Solutions Twitter feed as well as an information panel listing upcoming events. The bottom of the page offers links to policies, terms, trademarks, and the main ECI site.

The screenshot displays the ECI Software Solutions Customer Support Center. At the top, a dark navigation bar includes the text "Supporting the entrepreneurial spirit and profitable growth of independent businesses", a welcome message "Welcome, ECI Employee", and links for "My Cases" and "Logout". Below this is the ECI Software Solutions logo and social media icons for Twitter, LinkedIn, Facebook, and YouTube.

The main content area features a breadcrumb trail "HOME > SPRUCE" and a welcome message: "Welcome to the new Customer Support Center. We take pride in providing exceptional customer service. The Support Center will provide you convenient access to resources and information about your ECI software and a streamlined process to submit a case to support for assistance." A search bar with the placeholder "Have a Question? Ask or enter a search term here." and a "SEARCH" button is positioned below the welcome message.

Three primary panels are visible:

- FIND ANSWERS:** Includes links to Knowledge Base, User Guides, How-to Videos, and Community.
- STAY CURRENT:** Includes links to Support Alerts, Software Downloads, and Training Classes.
- CONTACT US:** Includes links to My Cases and Create Case, along with a phone number (800-777-8630) and hours (6:30-5:30 PM).

Additional features and callouts include:

- A blue callout box pointing to the search bar: "Use keywords to search for content."
- A blue callout box pointing to the "FIND ANSWERS" panel: "Find Answers and learn from videos, documents, and more."
- A blue callout box pointing to the "STAY CURRENT" panel: "Get reports, view alerts, and register for training."
- A blue callout box pointing to the "CONTACT US" panel: "Create a support case or view the status of an existing case."
- A promotional banner for the "connect CONFERENCE 2016" (November 2-4, 2016, Gaylord Opryland, Nashville, TN) with a "CLICK TO REGISTER" button.
- A blue callout box pointing to the conference banner: "Links to Upcoming Events"
- A Twitter feed section titled "Tweets by @ECISolutions" showing a tweet from ECI Solutions about #ThursdayThoughts for #smallbusiness and #entrepreneurs.
- A blue callout box pointing to the Twitter feed: "Twitter Feed"

The footer contains copyright information "©1999-2016 ECI Software Solutions, Inc. All rights reserved", links to Privacy Policy, Terms of Use, and Cookie, and a note "Customer service software powered by Desk.com".

What resources are available on the new portal?

The portal currently offers the following categories:

FIND ANSWERS

[Knowledge Base](#)

This area provides approximately 100 short topics on specific software functions and features.

[User Guides](#)

Provides documents (PDF) on various topics organized by application area.

[How-to Videos](#)

Our library of instructional videos.

[Community](#)

Links to our social media sites and feeds.

STAY CURRENT

[Support Alerts](#)

This area will be used for reporting issues or current information affecting all users.

[Software Downloads](#)

Here you will find Crystal Reports report downloads, device related information (drivers and support files, etc.), and app related topics (Spruce AnyWare, etc.).

[Training Classes](#)

Links for training classes as well as previously recorded sessions (when available). All training registration is handled directly through the GoToTraining web site.

CONTACT US

[My Cases](#)

Existing open cases (support tickets). This may not include issues prior to when our support department began using the new portal.

[Create Case](#)

Create a new case (ticket) for support.

Create a Case

After selecting the “Create Case” link in the CONTACT US panel, a form is displayed. **For critical issues, it’s best to call us immediately.**

Subject (Required)

The most important information is the “Subject.” This is the first information that support personnel will see once your case is submitted. Your subject should clearly indicate the type of issue so that support can quickly prioritize your case and find the best person to help you. General terms such as “have a question” should be avoided. Instead, please enter the area of the software or type of problem as concisely as possible.

As you type in a subject, you’ll notice that the “DO THESE HELP?” on the right-hand side of the form will populate with resources that might help answer your question. Results are categorized by source (“How-to Videos” or “Knowledge Base” for example). The listed items are “links.” Click on them to view more information.

Product Version

This is the second most important piece of information. We can find your product version if you don’t supply this; however, this saves us a step and may get you a faster response. The software version (“11.9.0,” for example) is listed when you first sign-on to the software and is also provided in the “About” dialog available from the Help menu. Issues are often reported that have been fixed in a more current version.

Detailed Description (Required)

This area is for additional information about the problem or question. You should include specifics such as where and when the problem happens.

Steps to Reproduce

This area can be optionally used to list the specific steps required to reproduce an issue. The ability to reproduce an issue is necessary before we can escalate problems to development or other departments. It’s important to include data specific information such as items, customers, branch, vendor, or any other information that might help us in case we need to look at the issue from your server or PC.

Business Impact

This is an optional brief note indicating how critical the issue is to the operation of your business. For example, “critical” or “low” can help us prioritize your case.

Preferred Contact Method

Please indicate how you would like to be contacted. Options include either “phone” or “Email.”

File Attachment

A picture can be worth a thousand words. If you can show an issue, take a screen shot (use the “Print Screen” button, paste the image into Paint, and save as an image) and attach it. You can also attach documents (PDF) and other files. Use “Choose File” or “Add Another Attachment” to select one or more files to share with us.

Once you’re ready, click the “SEND EMAIL” button to submit your case. You can make changes to the case if you forget something from the “My Cases” link.

Supporting the entrepreneurial spirit and profitable growth of independent businesses
Welcome, ECI Employee
My Cases
Logout

Other ECI Sites
[Twitter](#)
[LinkedIn](#)
[Facebook](#)
[YouTube](#)

Enter a search term here.

HOME > CREATE CASE

CREATE CASE

Subject (required)

Product Version:

Detailed Description (required)

I need help with a purchase order build. An item that should come up is not.

Steps to Reproduce:

My item 1400123 is below it's minimum quantity but not showing up when I do a build for vendor MYVENDOR.

Business Impact:

Preferred Contact Method:

Email ▼

File Attachment

CONTACT US

☒ My Cases

☒ Create Case

800-777-8235
6:30-6:30 EST M-F

DO THESE HELP?

9 results found in Spruce: How-to Videos

- Advanced Purchasing
- Unit Tally (aka. Unit Tracking)
- Advanced Point of Sale
- (View All)

9 results found in Spruce: Software Downloads

- Reports Library - Purchasing
- Spruce AnyWare for Android Platform Devices
- Reports Library - Point of Sale
- (View All)

10 + results found in Spruce: Knowledge Base

- EDI - Purchase Order Updates
- Purchase Agents - Sorting
- Order Entry - Costs
- (View All)

1 results found in Spruce: Training Classes

- Training Dates and Registration (May 2016 - Future)

7 results found in Spruce: User Guides

- Purchasing
- Inventory
- General Ledger
- (View All)

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My Cases

This area lists your existing cases. You can filter the listing to include active (open) only. Cases with a status of “Resolved” are considered closed. Click the description of a case to view additional information or make changes.

Supporting the entrepreneurial spirit and profitable growth of independent businesses
Welcome, ECI Employee
My Cases
Logout

[Other ECI Sites](#)

[HOME](#) > [MY CASES](#)

Show My Cases
Active Only

CREATE A NEW CASE

CASE ID	SUBJECT	UPDATED	STATUS
1254604	Purchase Order Build, Item 1400123	Aug 19	Open
1232116	Install New Printer	Aug 19	Open

CONTACT US

My Cases

Create Case

800-777-8235
6:30-6:30 EST M-F

GoTo Assist Login:

Your Name:

Support Key:

Continue »