

Support Site Changes

Over the past year, we have been transitioning to the new ECI support portal. This site, <https://help.ecisolutions.com>, provides access to many of the same resources as the existing site, but also allows for direct submission and tracking of support tickets (issues). Our marketing site (www.sprucecomputer.com) will also be changing in the near future, and once this happens, it will direct users to the new portal for support.

At the end of September (2016), the host of our legacy support site notified us that they were ending support for our hosting plan effective October 31, 2016. Due to this, our legacy site will no longer be operational after October. Users should transition to using the new support portal as well as new resources we are offering through the application and Help documentation. This document contains important details about replacements for some procedures that required use of the legacy web site in the past.

Why is this change being made?

ECi Software Solutions has been working on migrating all of its various products and support teams to one shared platform for issue tracking and on-line support resources. The new portal is a solution provided by Desk.com, and all ECI support teams are currently using it for issue tracking (tickets).

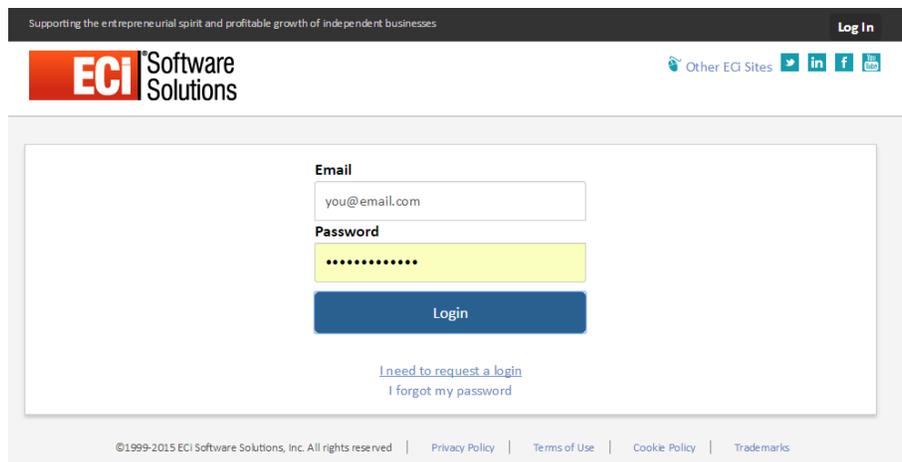
What will change?

The appearance and navigation of the new portal is different from what you may be used to on our legacy support site. All ECI brands are sharing the same site and structure, so the wording of options will differ. Many customers have already been using it for logging support issues.

The new portal offers a much simpler structure which should make finding information easier than in the past. The portal offers general categories (knowledge base, etc.) which then link to “topics” and “articles.” Articles contain some type of content. Topics are used for further categorization within the general categories.

How do I access the new portal?

The new portal can be accessed by visiting <https://help.ecisolutions.com>. A user account is required for access.



Users will use their Email address for login and a password. All communication for cases (tickets/issues) is done by Email, so you must use a valid Email account or you'll miss important communications.

When possible, user information was moved to the new portal (using the Email address of your existing account and password); however, there were difficulties matching users with companies, and not all Email addresses were valid. This only applies if your user account was added prior to February 2016.

If you haven't previously used the new portal, you will need a user account. Please use the following link or click on the "I need to request a login" link on the portal's login page.

<https://support.ecisolutions.com/login/newUser.php>

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.

The screenshot shows the top navigation bar with the text "Supporting the entrepreneurial spirit and profitable growth of independent businesses" on the left, and "Welcome, ECI Employee", "My Cases", and "Logout" on the right. Below the navigation bar is the ECI Software Solutions logo on the left and social media icons for "Other ECI Sites", Twitter, LinkedIn, Facebook, and YouTube on the right. The main content area has a "HOME" link and a heading "Welcome to the new Customer Support Center." followed by a paragraph: "We take pride in providing exceptional customer service. The Support Center will provide you convenient access to resources and information about your ECI software, a consolidated location to view your support cases and a streamlined process to submit a case to support for assistance." Below this is a "Search All Support Centers" section with a search input field containing the placeholder text "Have a Question? Ask or enter a search term here." and a blue "SEARCH" button. Underneath is a section titled "Please select your product support center:" with two buttons: "SPRUCE Computer Systems" and "ECi Advantage". The footer contains copyright information: "©1999-2016 ECI Software Solutions, Inc. All rights reserved" and links for "Privacy Policy", "Terms of Use", "Cookie Policy", "Trademarks", and "ECI Software Solutions". At the bottom, it says "Customer service software powered by Desk.com".

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.

Supporting the entrepreneurial spirit and profitable growth of independent businesses

Welcome, ECi Employee My Cases Logout

ECi Software Solutions

Other ECi Sites

HOME > SPRUCE

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.

Use keywords to search for content.

Search Spruce

Have a Question? Ask or enter a search term here. **SEARCH**

FIND ANSWERS

- Knowledge Base
- User Guides
- How-to Videos
- Community

STAY CURRENT

- Support Alerts
- Software Downloads
- Training Classes

CONTACT US

- My Cases
- Create Case

800-777-8...
8:30-5:00 PM

Find Answers and learn from videos, documents, and more.

Get reports, view alerts, and register for training.

Create a support case or view the status of an existing case.

REGISTER NOW

November 2-4, 2016
Gaylord Opryland, Nashville, TN

CLICK TO REGISTER

Tweets by @ECISolutions

ECi Solutions @ECISolutions

#ThursdayThoughts for #smallbusiness and #entrepreneurs
twitter.com/smbizrevolutio

Embed View on Twitter

Links to Upcoming Events

Twitter Feed

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What resources are available on the new portal?

The portal currently offers the following categories:

FIND ANSWERS

[Knowledge Base](#)

This is essentially the library of FAQs (Frequently Asked Questions) from the existing site, but reformatted to a degree. This also includes information about Analytics (iDashboards charts) and additional miscellaneous topics.

[User Guides](#)

This is the equivalent of the documentation library. It offers links to PDF documents on various topics.

[How-to Videos](#)

Library of videos. These are also now available through the application's Help.

[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 now handled directly through the GoToTraining web site. This schedule can also be accessed via the application's Help.

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.

What isn't available from the Portal?

Due to the "shared" nature of the portal, certain highly customized aspects of the legacy site are no longer possible. Because of this, some features are being moved to options within the SpruceWare.NET software application or eliminated.

Release Notifications

SpruceWare.NET release notifications have already been transitioned and are being sent as a one-time message to system administrators. Other users, with permission, will be able to use the new "check for updates" option (see below). For now, we are still sending Email notifications from the support site to users who have indicated that they want to receive them; however, these will stop at the end of October 2016.

Software (Server) Updates

With release 11.10.1 and later, we now offer a "check for updates" option which allows users to check the current release as well as download software updates (for the server) from the Help menu in the application. This option will only be available for companies who are not hosted by ECI Spruce Computers Systems, Inc. We do updates for our hosted users. For others, we already offer an automatic upgrade option which you may want to consider.¹

We ask that all companies install version 11.10.1 or later before the end of October to ensure that they are more easily able to obtain future updates.

Release Notes

Release notes will be posted within the application's Help file under a separate section in the Help titled, "Release Notes." This will make them available to all users rather than the few people who are responsible for updates.

Enhancement Requests

We will offer an enhancement request option either within the application or procedurally to replace the on-line form. Existing requests will be retained. This option is currently under development; however, it should be ready sometime in November if not sooner.

Contact forms, feedback, dashboard downloads, calendar, and any other media/pages not mentioned already are being eliminated. Please use the "contact us" option to create a support ticket if you prefer to contact us via Email (or use the address spruce_support@ecisolutions.com).

At or near the end of October, we will redirect the "spruceusers.com" domain to the new portal. Once this occurs, the old site will be unavailable and any Email addresses ending with the domain "**spruceusers.com**" will no longer function.

We are adding some of the media currently available from the portal and legacy support site to the application Help (videos, etc.) so that they are more easily available. Videos and the latest training schedule are available in the most recent Help. We are working on adding report downloads as well.

¹ With automatic upgrades, you can set a number of days after release before installing and we automatically exclude installing near the billing cycle and on weekends.

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.

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Welcome, ECI Employee My Cases Logout



[Other ECI Sites](#)





[HOME](#) > [CREATE CASE](#)

CREATE CASE

Subject (required)

Product Version:

Detailed Description (required)

Steps to Reproduce:

Business Impact:

Preferred Contact Method:

File Attachment

[SEND EMAIL](#)

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.



[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 »](#)