

SOP – ZOHO Ticketing Systems

To create a Support ticket, Click "Support Center" at the bottom of the webpage

The screenshot shows the e-con Systems website header with the logo and navigation menu. The main content area features a question: "Have you already purchased?". Below this question are two buttons: "Yes" and "No". An arrow points to the "Yes" button with the text "If you know your SO number Click 'Yes'", and another arrow points to the "No" button with the text "If you don't know your SO number, Click 'NO'". To the right, there is a "Support Status" box with the text "Have you already reported your problem?" and a "Check out here »" button. The footer contains four columns of links: Camera Products, Resources, Company, and Help, along with social media icons.

Link to access the support ticket: supporttickets.e-consystems.com

You need to click Sign up and enter your name and email to register.

The screenshot shows the e-con Systems Support Center registration page. The header features the e-con Systems logo and the text "Welcome to our Support Center". Below this, there is a message: "In order to streamline support requests and better serve you, we utilize a support ticket system... Every support request is assigned a unique ticket number which you can use to track the progress and responses online". The main content area is divided into two sections. On the left, under "Already a member?", there is a "Sign In" section with input fields for "Email Address" and "Password", a "Remember me" checkbox, and a "Sign In" button. On the right, there are two options: "New User? Sign Up" with a "Click Sign Up" button and a description "Create an account to submit tickets, read articles and engage in our community.", and "Forgot Password? Reset" with a description "We will send a password reset link to your email address."

tickets.e-consystems.com/portal/eh/signup

e-con Systems™
Your Product Development Partner

Welcome to our Support Center

In order to streamline support requests and better serve you, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track the progress and responses online

Sign Up
Create an account to submit tickets, read articles and engage in our community.

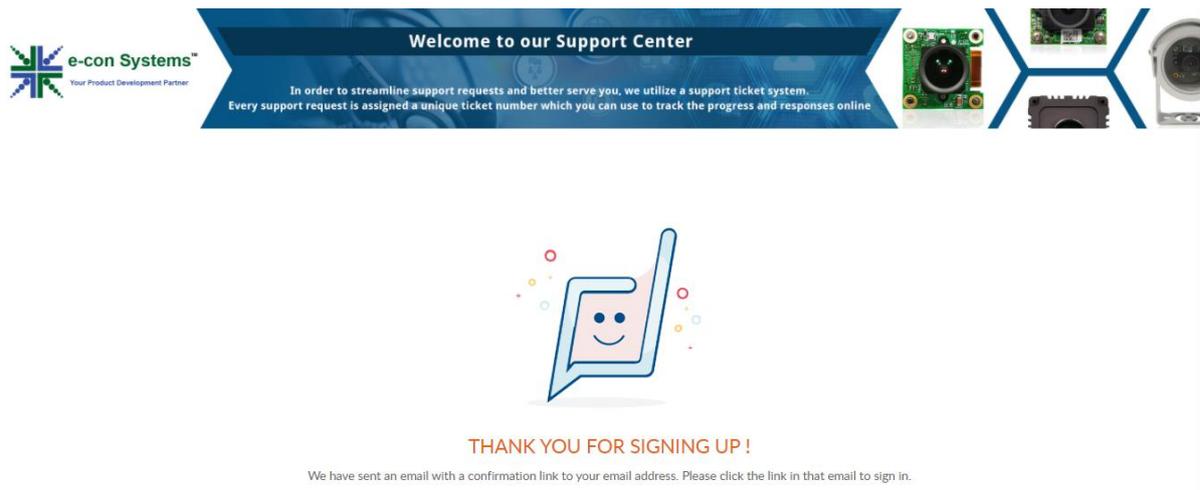
Already a member? [Sign In](#)
To submit tickets, browse through articles and participate in the community.

Name → Enter your name

Email → Enter your email id here

→ Enter the captcha

After entering the details, you will receive a confirmation page as below



Check your email and you will receive an Invitation

You are invited to access e-conSystems.com's [Customer Self Service Portal](#)

By accessing this portal, you can track your requests online, access knowledge base and join the community forums.

ACCEPT THE INVITATION

Click 'Accept the Invitation' button and you will be redirected the below page



Welcome to our Support Center

In order to streamline support requests and better serve you, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track the progress and responses online

Email Address
partniban.r@e-consystems.com

Password

Enter your password →

Confirm Password

Re-confirm yourpassword →

 **Your password,**
Password cannot be the same as your User Name.
Be a minimum of eight (8) characters in length.
Password length must not exceed 250 characters.



After setting a new password click 'Register' your profile will be created



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Status : [Open](#) [Closed](#) [On Hold](#) Created By : [You](#) [My CC'ed tickets](#)



No tickets found

Submit a new support ticket , and we will be happy to assist.

To create a new ticket. Click Add Ticket button

Fill out the form and click Submit at the bottom of the page



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Submit a ticket

Ticket Information

Sales Order Number*

Product Category

Products

Additional Information

Priority

Classifications

 **Attach a file** (Up to 20 MB)

