

Accessing Customer Support

How?

For best results, use one of two methods to contact eSolutions for support:

Email: support@help.esolutionsgroup.ca

or

Telephone: 1-866-691-5528

*Please note: If you are experiencing a critical system outage, please phone us.

What?

Please be prepared to provide the following details (or include these details in your email). A helpful support ticket will be issued so that your issue is dealt with in an expedient manner.

1. What is your preferred method of contact (ie. eMail or Phone - please provide a number)
2. When can you be reached by our support staff for resolution.
3. Please describe the challenge that you are having in detail.
4. Please provide details of any error messages that you are receiving.
5. Please briefly describe what you were doing at the time the error occurred.
6. Please explain the urgency of your request.
7. Please provide any other details that may be pertinent.

It is understood that in some cases providing these specific details may not be possible. Providing as much detail as is applicable will help eSolutions' staff respond in an efficient manner.



Tracking Ticket Progress

Status and progress on tickets can be viewed here by logging in with the credentials below:

<http://help.esolutionsgroup.ca/index.php>

Username: _____

Password: _____

Please note: You do not need to log into the support tool unless you want to change your password or view tickets. You can submit tickets and receive responses from our staff via email without logging into the system.

Data Centre Access

Office-Hours Data Centre Access (8:00am to 5:00pm)

Call 519-884-2476 Toll Free: 1-866-691-5528

Please be prepared to provide the following information:

1. A contact name and number where you can be reached.
2. What time you expect to be at the data centre.

After-Hours Data Centre Access (5:00pm to 8:00am)

Toll Free: 1-866-482-6570

Please be prepared to answer the following questions:

1. What is your company name?
2. What is your (i.e., the caller) FULL name?
3. What is your immediate call-back phone number, so that our representative can call you back to arrange the time to access the centre?
4. What is your mobile cell number if available, in case the representative needs to contact you?
5. Do you have an estimate as to how long you will be at the co-location data centre?
6. Do you require technical assistance while at the co-location data centre?

Emergency Contact Information

In the unlikely event that your application or service is unavailable or performance is severely impaired, telephone 1-866-691-5528.

If your call is not answered immediately, leave a message and we will get back to you within the hour.

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Waterloo, Ontario
Canada N2V 1C2

519.884.3352 (tel)
519.725.1394 (fax)

www.eSolutionsGroup.ca