

Standard Help Desk Hours: Monday—Friday between 6:00 am and 8:00 pm EST.
The eResources Help Desk is available 24 hours a day, 7 days a week for emergencies.

Select your method of contact.

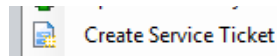
Click

(Windows Users Only)

Click the **eResources Icon** in the bottom right corner of your screen (by the clock)

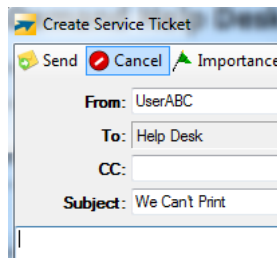


Select **“Create Service Ticket”**



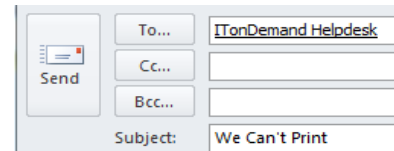
Complete Form and Send

Include a detailed description
Of the issue you are having.



If you are a Microsoft Windows User and do NOT see the eResources Icon in the bottom right-hand corner of your screen, please inform a Help Desk Technician.

Email



Send and email with a detailed description of your issue to:
HelpDesk@eResources.com

Call

If you are unable to send email or click the eResources Logo, please call our Help Desk at
1-800-297-8293 x 1

Quick and Effective Support

The more information we have, the quicker we can effectively solve your issue!
Before contacting the Help Desk, try to answer or think about the following:

- * **Have you tried restarting the machine?**
- * **Are any of your colleagues experiencing the same issue?**
- * **Has this issue occurred before?**
- * **Is there a specific error message?** If so, take a screenshot to paste into your support request or write down as much detail as possible.
- * **What type of problem is this?** Are you having issues with software, malfunctioning hardware, internet connection? Try to come up with a description of the problem.

Reasons to Contact the eResources Help Desk

Password Reset. Poor performance of your machine (running slowly, taking too long to start, etc). Any problem related to the hardware on or connected to your machine. Problems with your business software (error screen, program will not run, etc). Support for connected business devices, such as local printers. Installation of an approved business related application on your machine. Questions or requests for changes to your system can come through our service desk; however, we may reserve the right to require approval from your Service Point of Contact to fulfill a given request.