

GUIDE

Help Desk Centre

https://support.eurotech.com How to open new requests

TABLE OF CONTENTS

Tab	ble of Contents	2
1	First access	3
2	Knowledge base	5
3	Submit a request	6
4	Contacts	9

1 FIRST ACCESS

Link to the support website https://support.eurotech.com

If you are not already registered Click "Sign up"

Enter your name, Email and click on Sign up.

	_
	Email
	Password
	Stay signed in
	Sign in
	Your credentials will be sent over a secure
	Cancel
	Forgot my password
New to	Euroteth? Sign up
passwo	rd yet, though.
	Sign up to Eurotech
	Sign up to Eurotech Please fill out this form, and we'll send you a welcome email so you can verify your email address and sign in.
Ye	Sign up to Eurotech Please fill out this form, and we'll send you a welcome email so you can verify your email address and sign in.
Ye	Sign up to Eurotech Please fill out this form, and we'll send you a welcome email so you can verify your email address and sign in.
Ye	Sign up to Eurotech Please fill out this form, and we'll send you a welcome email so you can verify your email address and sign in. uur full name * Name Surname
Ye [Sign up to Eurotech Please fill out this form, and we'll send you a welcome email so you can verify your email address and sign in. our full name * Name Surname our email * name.surname@company.com

Sign up

cancel

Please, confirm your email by clicking on the link you received.

Now you can set the password for your account.

Choose your secret password

You'll use this password to sign in to Eurotech.

Your name

Name Surname

Your password

Password requirements:

- must be at least 5 characters
- must be different from email address

Set password

2 KNOWLEDGE BASE

Home Page	EUROTECH Imagine. Build. Succeed.	Search	Q Angelo Calabria *		
	Welcome to Eurotech Support How can we help you succeed today? My activities Submit a request Contact Us				
	IoT / M2M Software	KNOWLEDGE BASE	Industrial Systems		
	In-Vehicle Systems	Portable Systems	Embedded Boards		
Clicking on a product category you can find	English *	Submit a request	Q Angelo Calabria V		
Base.	Eurotech Support > Smart IoT Devices	SMART IOT DEVICES			
	M2M / IoT Gateways DynaGATE 15-10 ReliaGATE 10-05 ReliaGATE 10-11 ReliaGATE 10-20 ReliaGATE 20-11 See all 9 articles	M2M / IoT Servers • Everyware Server			
	Rugged USB Cellular Modules ReliaCELL 10-20 	Environmental Monitori • ReliaSENS 18-12	ing Systems		
	ALPR ANPR Plate Readers • SekuPLATE A1	People and Passenger (• DynaPCN 10-20 • PCN-1001	Counters		
	All Articles				

3 **SUBMIT A REQUEST**

request.



Fill the Form

Please enter as much detail as possible





Serial Number

Attached files / photos / docs or anything else to help the request resolution

Subject* Description* as possible. Impact* Request Scope* Part Number

The P/N of the specific model

Serial Number

Please insert the S/N(s) of all the product affected by the problem

Geographical Area*

Please select your geographical area

Line of Rusiness*



SUBMIT A REQUEST

Please enter the details of your request. A member of our support staff will respond as soon

Submit



You will receive a confirmation email about your submission.

You can check the status of your open requests by clicking on "My activities".



Q)

4 CONTACTS

Please note that the following email addresses are not active anymore

support.security@eurotech.com support.fr@eurotech.com support.it@eurotech.com support.hpc@eurotech.com support.in@eurotech.com support.loT@eurotech.com support.uk@eurotech.com support.us@eurotech.com support.ap@eurotech.com rma.security@eurotech.com rma.it@eurotech.com tech@dynatem.com

For your Eurotech local contact refer to: www.eurotech.com/contacts