Dear Mr. Santhamma,

1. Your account on our SVN Support portal was created and is ready to use.

portal URL : <https://support.elegosoft.com/etas-support/>

user name : msanthamma

password : RRvKJnw18yzjp0hIkV2O

2. FYI: As long as you are not logged in on the portal you will get an error message when calling the portal URL:

Error: Forbidden

WIKI\_VIEW privileges are required to perform this operation on WikiStart

The portal has a builtin wiki and a wiki page with the most important customer infos as starting page. This will only be shown to authenticated users; as long as you are not authenticated this error message will be shown.

The functionality of the portal is not concerned by this.

3. How to contact the support:

We have three channels to contact the support:

phone : ++49.30.322.971.300

portal : <https://support.elegosoft.com/etas-support/>

email : [svnsupport@elegosoft.com](mailto:svnsupport@elegosoft.com)

You can create and modify tickets on the support portal by yourself. Or you can call/email us and we create/modify the tickets accordingly. Most of our customers use email.

If you have any questions or problems please dont hesitate to contact us.

kind regards

Walter

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Walter Klust, Director Support, Data Protection Officer

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