



## ECR IT SERVICE REQUEST SYSTEM: HOW TO SUBMIT A CASE

### GETTING HELP

There are multiple ways to request support with your Sigma team and we make every effort to respond to your request within one hour during business hours. See the next page for information on after-hours support.



Submit requests to **support@sigmainfo.com**

This will generate a ticket in our system and alert the appropriate team members.



**(512) 664-7941 – Support Team**

You are welcome to call but we cannot guarantee that your team will be available. You may leave a voicemail and a team member will contact you as soon as possible.



**ecr@sigmainfo.com**

This address is used for general communication. In most other cases, please use the ticketing email address below.



**8 AM – 5 PM, Monday through Friday.**

### TO SUBMIT A SUPPORT TICKET

Send an email to **support@sigmainfo.com**