

HOW DO I CONTACT ERT CUSTOMER CARE?

You have options for contacting Customer Care:

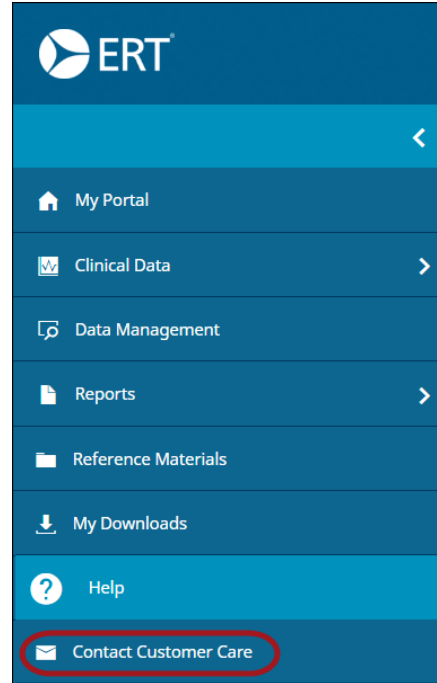
Customer Care Icon on the Navigation Panel

For questions that are not urgent (e.g., changing an email address or phone number), contact ERT Customer Care by clicking the **Contact Customer Care** icon on the ERT Portal Navigation panel to open an online form. The detailed information you provide reduces the chance that Customer Care may need to request more information.

1. Click the **Contact Customer Care** icon on the Navigation panel. The **Contact Customer Care** window displays.

2. Enter information about the issue. Mandatory fields are marked with a red asterisk (*).

3. Click the **Submit** button .



Call Customer Care

For urgent or technical issues, including anything that requires troubleshooting (e.g., transmission, device, or portal issues can only be done over the phone), call ERT Customer Care using the numbers listed when you open the [Customer Care](#) link. Note that creating a ticket first using the **Contact Customer Care** icon on the ERT Portal Navigation panel speeds the call process.

Helpful Tip! Tickets created on ERT Portal are typically responded to in about 2 business days; however, during peaks, it may take a little longer. If you require prompt assistance, the best way you can reach us is to call using the numbers listed when you open the [Customer Care](#) link.

CONTACT CUSTOMER CARE ?

For questions or issues regarding ERT's products or services please contact ERT Customer Care using the form below. If you wish to call us directly, please refer to the [Contact Us](#) for the correct phone number for your location.

Study & Contact Information

PROTOCOL NAME:	SIMULATION STUDY 01
SPONSOR SITE ID:	
INVESTIGATOR NAME:	
LOGIN ID:	Person1@ert.com

Last Name *	First Name *
<input type="text"/>	<input type="text"/>
Phone Number *	Email Address *
<input type="text"/>	<input type="text"/>

Question or Description of issue

Date the Issue occurred (DD-MM-YYYY): *

Response Information

Please enter any other email addresses that should be copied on our response back to you.

<input type="text" value="Email address"/>	<input type="button" value="Add"/>
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