Quick User Guide for our Service Desk ECHO

Benefits

- Easy access to tutorials, documentation, and knowledge base articles.
- Check your open and closed requests where and whenever you like.
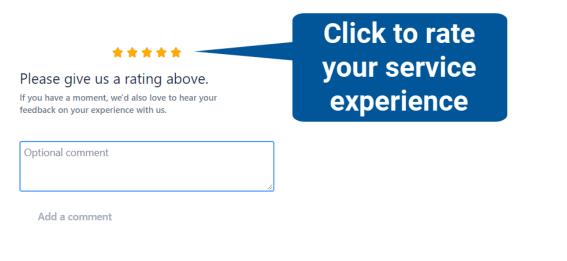- Collaborate on and share requests within your organization.

Your open and closed requests

Your profile and security settings

Requests

How it works

1. Go to http://echo.igrafx.com

2.

Log in

| Username |
| Password |

Log in

Log in

☑ Keep me logged in

Forgot your password?

Sign up for an account

Sign up

3.

iGrafx®

iGrafx Support
iGrafx Service Desk ECHO

We're here to help you. Search our Knowledgebase for immediate answers or create a new request below.

What do you need help with?

| Search | 🔍 |

Search for keywords

Search help

💬 Request help
   Get assistance for general problems, questions, report bugs, or iGrafx Cloud change requests.

⚡ Feature suggestion
   Suggest a new feature or a change to existing features.

Select the type of your request

4.

iGrafx Support / iGrafx Service Desk ECHO
Request help

Get assistance and ask questions which are not feature requests.

Customer Location

| United States | None |

Telling us where you are located will help us serve you better

Phone Number *(optional)*

Please tell us your phone number

Summary

Help with configuring SAML

e.g. 'Where do I find xyz?'

Can you provide more information or description for your question? *(optional)*

One issue per request

As much detail as possible

Attachment *(optional)*

📎 Drag and drop files, paste screenshots, or browse

Attach screenshots and Support ZIP

URL, IT System or Service *(optional)*

Create Cancel

5. After ticket closure, we kindly ask you to rate our service (1-5 stars). We appreciate your feedback to improve your future support experience.

★★★★★

Click to rate your service experience

Please give us a rating above.

If you have a moment, we'd also love to hear your feedback on your experience with us.

Optional comment

Add a comment

Looking forward to assisting you. Your iGrafx Team!