E3 Ticket System

E3 Technologies has developed an online ticket system for our customers to easily request our services. The ticket system keeps requests organized by a ticket id for easy reference, and also will show in real-time the status of any requested task. The goal of the ticket system is to increase communication between E3 Technologies and our customers.

How do I get access to the ticket system?

Please call us at 585-423-0190, or email hosting@e3rochester.com to request a username and password to access the ticket system. Multiple user accounts can be created for your company if more than one employee will be requesting services from E3. It is important to note that any employee given access should have authority to request services from E3.

How do I login to the ticket system?

Open a web browser and navigate to `http://www.mye3.com/e3tickets`. Log in with your username and password provided by E3. If you have forgotten your password please click "Forgot your password?" to have a reminder emailed to you.

How do I change my password or update my personal settings?

All personal settings are saved under your account profile. After logging in, click "Edit Profile" under User Options to edit your profile.

How do I open a new ticket?

Click "Create Task" to open a new ticket for E3. Fill in the required information and you will be assigned a ticket ID. You may add as much information as necessary and it is even possible to upload attachments to the ticket.

How do I check the status of my tickets?

All tickets in the system can be viewed under the "Task Options" section in the left hand navigation. "My Open Tasks" will show tickets that are currently in progress while "My Closed Tasks" will show every ticket that has ever been requested. "My Groups Tasks" will show all tasks requested by any user in your company. "Task Search" is for advanced look up of completed tasks.

What is the Knowledge Base?

The knowledge base is a collection of frequently asked questions and answers from our customers. If you have a question, you may be able to find the answer in our knowledge base.