

# Enerweb Helpdesk

Welcome to the Enerweb Helpdesk, our web-based customer support site and your single point of contact to get help with issues and requests.



[support@enerweb.co.za](mailto:support@enerweb.co.za)



+27 87 379 5610



<http://support.enerweb.co.za>

## Sign up

1. Go to <http://support.enerweb.co.za>, and click **Sign up** in the top right-hand corner of the screen.
2. Enter your **Full Name** and **E-mail address**, select a **Password**, and verify that you're not a robot.
3. Click **Sign up**.
4. We'll send you a welcome e-mail message to verify your e-mail address and log you in.

Your full name \*

Your email \*

I'm not a robot  reCAPTCHA  
Privacy - Terms

**Sign up**

## Login

1. Click **Login** in the top right-hand corner of the screen.
2. Enter your **E-mail address** and **Password**, and click **Login**.

## Forgot Password?

1. Click **Forgot my password** on the LOGIN screen.
2. Enter your **E-mail address** and click **Submit**.
3. We'll send you an e-mail message to set you up with a new password.



## Submit a Request

1. Click **Submit A Request** on the menu bar.
2. Enter a **Subject** and **Description** for your request, and select the **Priority**.
3. To attach a file, click **Add file »**, then browse for and open the file. Max upload file size is 7MB.
4. Click **Submit**.

Alternatively, e-mail [support@enerweb.co.za](mailto:support@enerweb.co.za).

**SUBMIT A REQUEST**

Subject \*

Description \*

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Priority \*

Request priority

Attachments

Add file or drop files here

Submit

## Track Requests

1. Click **My Activities** on the menu bar.
2. By default, the page displays all your requests.
  - To filter your requests by status, select a request status from the **Status** dropdown list.
  - To search your requests, enter a search term in the **Search Requests** box.
  - To see details about a request, click the request title.

## Update Request

1. Click **My Activities** on the menu bar.
2. Click the title of the request you want to update.
3. Add a comment to update the request.
4. Click **Submit**.

## Mark Request as Solved

1. Click **My Activities** on the menu bar.
2. Click the title of the request you want to mark as solved.
3. Select the option to mark the request as solved, and enter a comment if required.

## Knowledge Base

Our Knowledge Base provides you with powerful self-service options - FAQs, Solutions and Tips & Tricks.

- Select an article category on the main screen, then click an article title to read its contents.

The turn-around time on requests is fast, efficient and correct every time.

ENERWEB CUSTOMER

