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.

**How it works**

1. Go to [http://echo.igrafx.com](http://echo.igrafx.com)

2. **Log in**
   - Username
   - Password
   - Log in
   - Keep me logged in
   - Forgot your password?
   - Sign up for an account

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

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