Setting Up Your Online Account with the ITW EAE Help Desk Support Center


As of May 22nd, 2019, ITW EAE is implementing a new Ticketing/Help Desk system and online service portal to manage the interactions between our customers and the Parts, Technical Support and Service/Scheduling Departments. To fully take advantage of the new features and functionality our system has to offer, we recommend our customers set up an online account on our portal which can be reached directly at: https://itweae.freshdesk.com/support/home

The following document describes 3 different ways you may have to set up your online account, depending on at which stage you try to set up your account.

For additional information on our new Help Desk, please refer to this article on our Support Center Knowledgebase area.

Creating Your Account for your User Activation Email

The first time you submit a request to our Help Desk you will receive a User Activation Email.
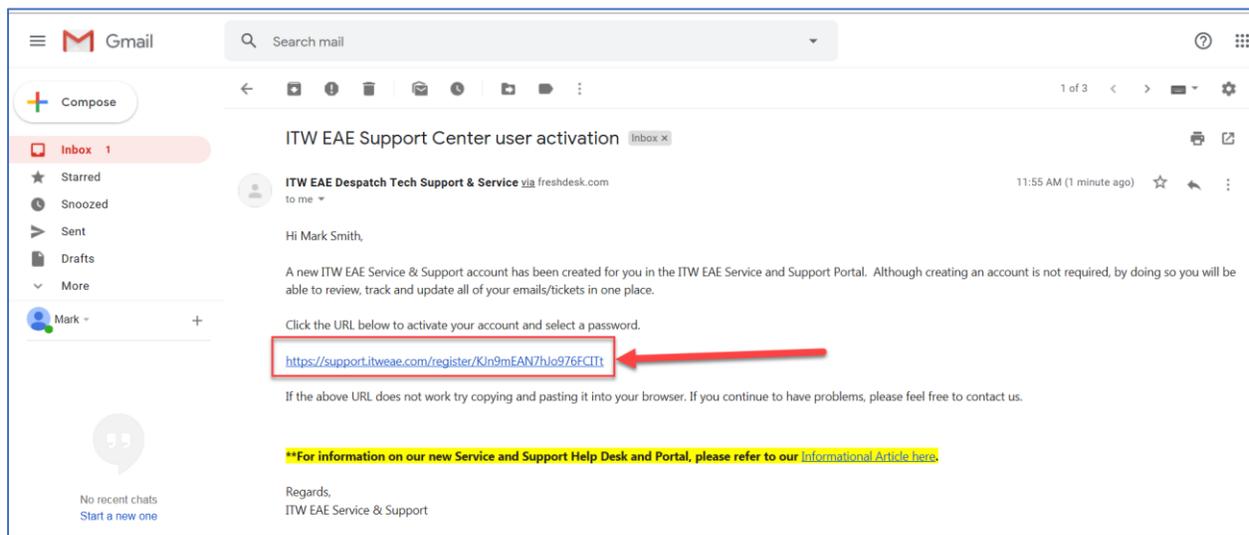
1. Click the activation URL which will verify your email and take you to our online portal to complete your account set up.
2. Select a Password and reconfirm the Password.
   - Passwords should contain at least 8 characters and not contain your email address.

3. Click the **Activate and Log In** button.
4. Your account will be confirmed, and you will be logged in and taken to the Support Center Home Page.


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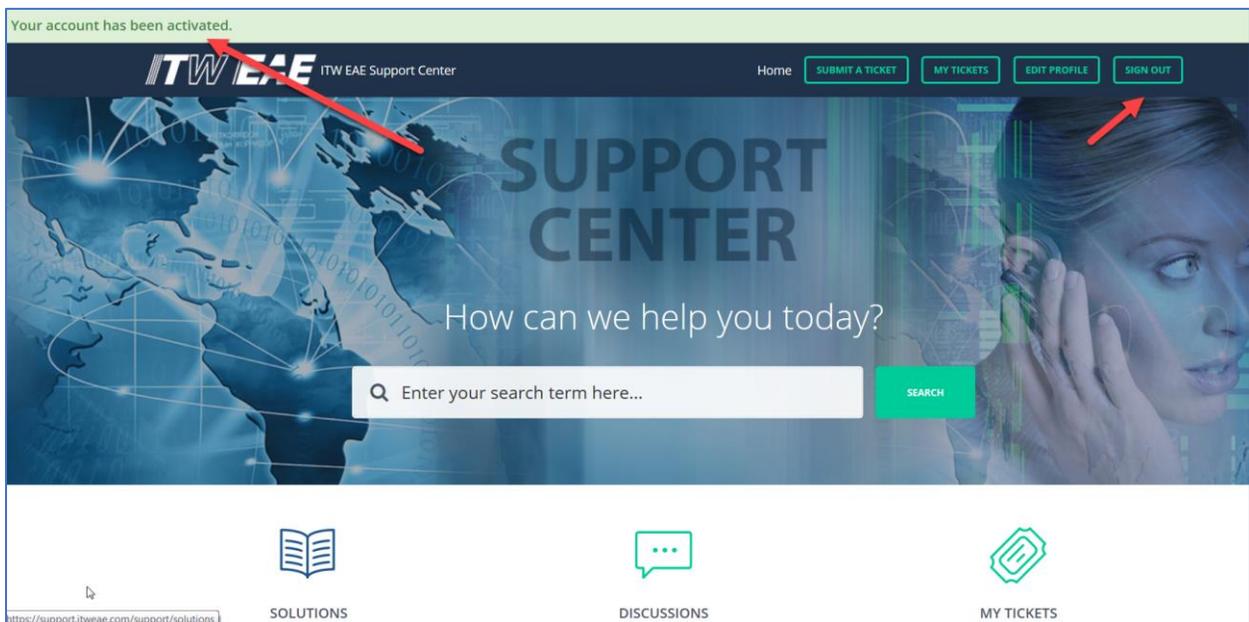
Creating your Online Account from our Home Page (before submitting a ticket)

If you have not yet interacted with our new system, you can go directly to our Support Center Home page and follow these steps to set up your online account.

1. Click the **Login** button from the top menu.
2. Click the **Sign Up with Us** button on the Login page.

3. Input your name and email address, click the "I'm not a Robot" Captcha process and then click the **Register** button.

4. The site will confirm that your activation email has been sent. You should go to your email account and find the activation email from email globalsupport@itweae.com. It may take 5-15 minutes to arrive, but you should check your Spam folder.
   - If the activation email does not arrive, you should contact globalsupport@itweae.com and they will issue a new activation email.
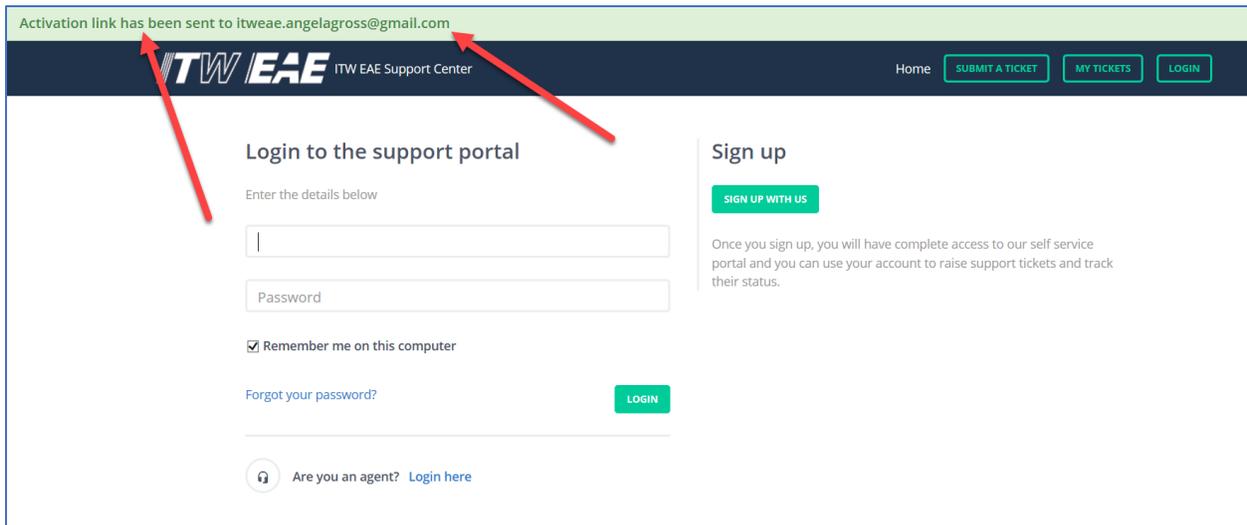
5. Once you receive your activation email, the remaining steps are the same as the steps listed under the Creating Your Account for your User Activation Email process detailed above.

## "Email Already Has Been Taken" Online Account Registration Instructions
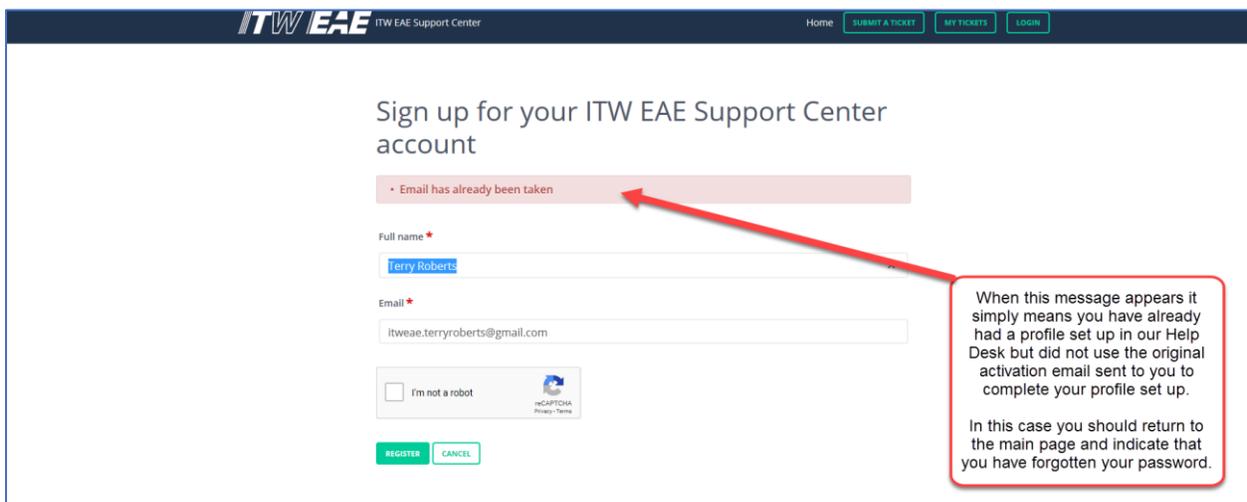

If you have already had correspondence with our Help Desk and did not set up your account when you received the initial invitation and activation email, it is likely that you will try to create your account by going online to our portal.

When you enter your name and email address after clicking the **Sign Up** button, you will likely get a message that your "Email Already has been Taken". This is simply because your email is already registered in our system since you have been interacting with us. In this case you should take these steps:

1. Return to the main Login page and click on the **Forgot your password** link.
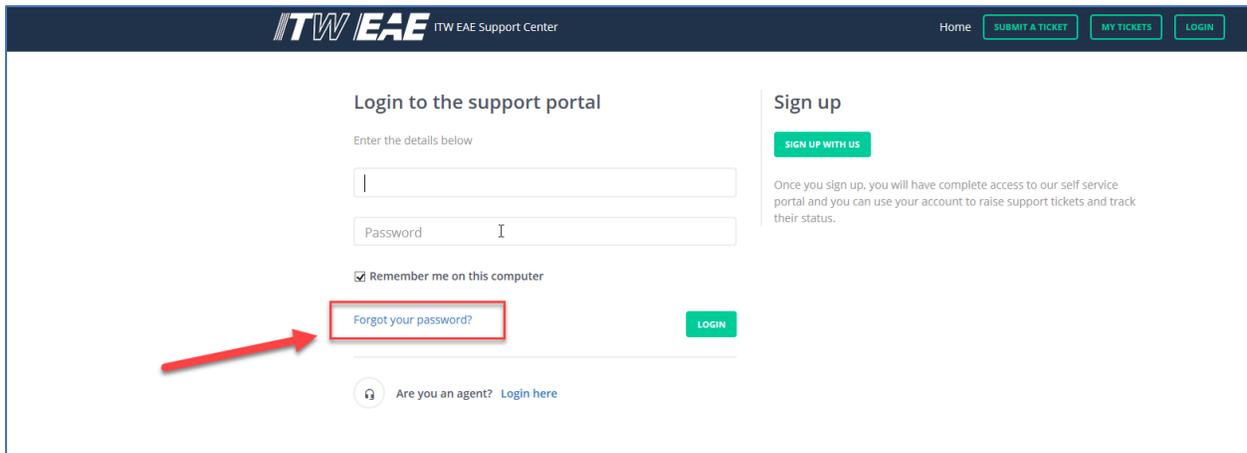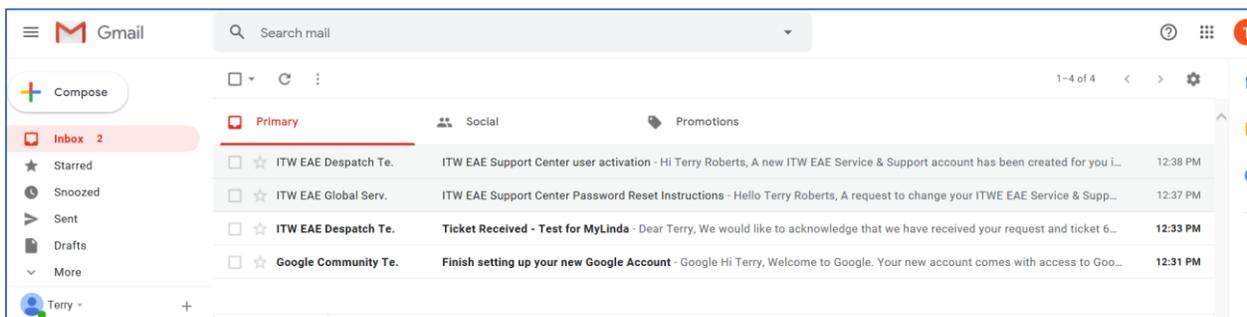
2. On the subsequent screen, fill in your email address and click the **Reset My Password** link.
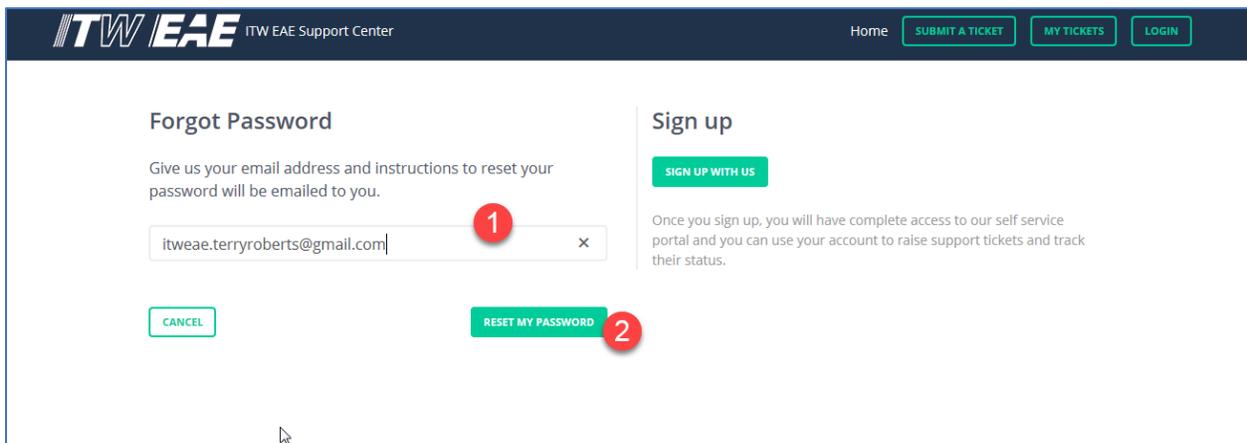
3. In this scenario you will then receive 2 emails from globalsupport@itweae.com – a password reset email and a user activation email.
   - You should ignore the password reset email and just open the user activation email and click on the activation link.
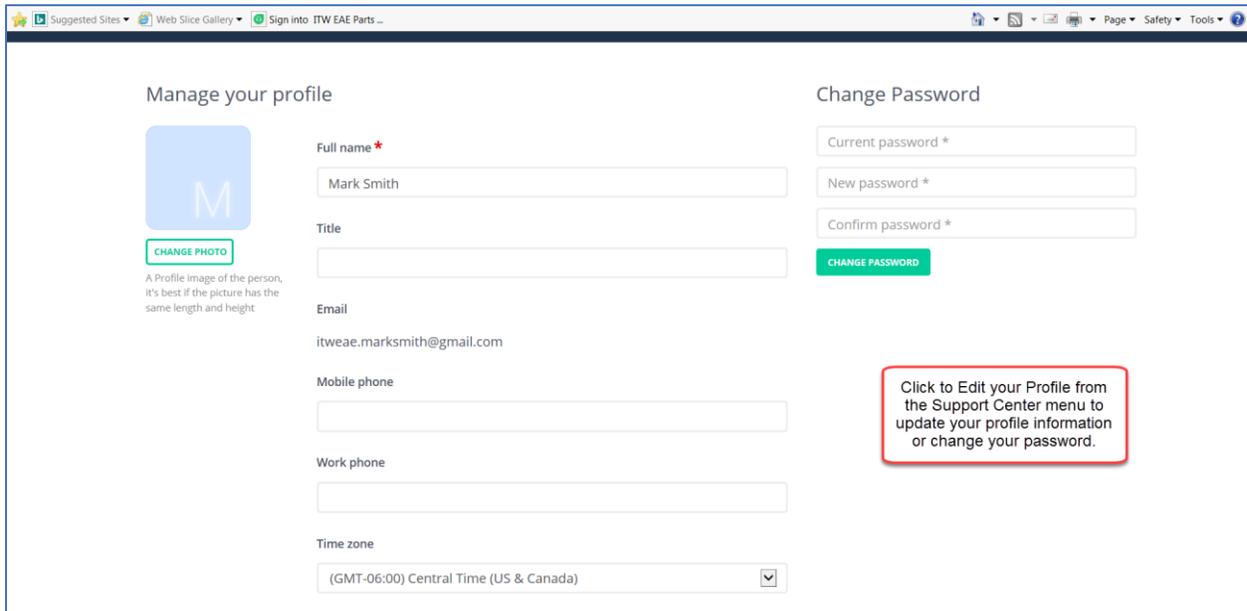

4. Once you receive your activation email, the remaining steps are the same as the steps listed under the Creating Your Account for your User Activation Email process detailed above.

If you have any issues with these steps, you can request a new activation email be sent by contacting globalsupport@itweae.com.

Editing or Updating your Profile

Regardless of how you created your account, once you have logged in we recommend you select the **Edit Your Profile** button on the Support Center top menu. This is where you can provide additional information such as your phone number and time zone that may help us reach out to you.

You would also go here anytime you wanted to change your log in password.

If you do have any questions regarding our new system or Service & Support portal, please reach out to us at globalsupport@itweae.com.

Thank You for Your Support during this Implementation, and We Look Forward to Your Feedback.