

rev 2017-11-08


# Welcome to ECIT Portal


**ecit** ENG PA [anna.ek@customer.se](#) EXIT


## Applications

Select the application you want to log in to.

Reset

  
Business portal

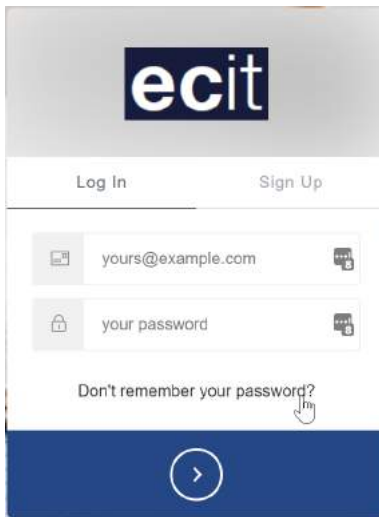
  
Documents

  
Support

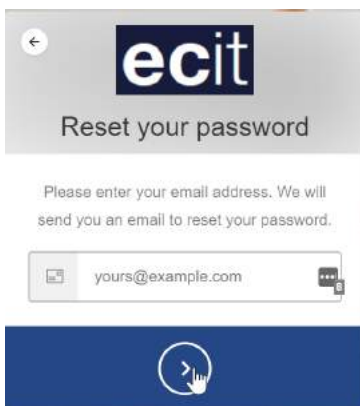
## Sign Up

To register an account with ECIT Portal, please go to <https://www.ecitapps.com> and follow these simple steps to create a password for your ECIT account to start using ECIT Portal.

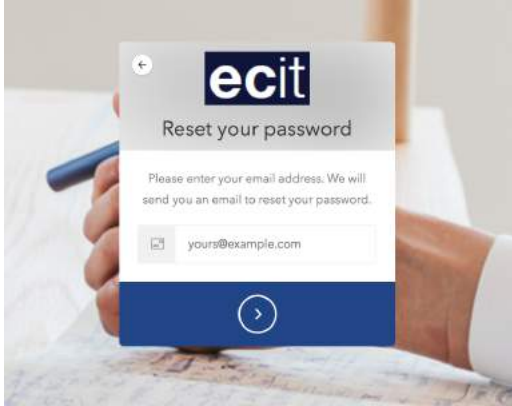
1. Go to <https://www.ecitapps.com> and click the “Don’t remember your password?” link.



2. Fill out your **email** and click the arrow.



3. Shortly after you will receive an email with instructions how to set your new password.



## Trouble on the way?

If you have problems with your login, please contact us at [support@ecitapps.com](mailto:support@ecitapps.com)

## Using ECIT Portal

This will guide you to the most common use cases in your communication with ECIT.

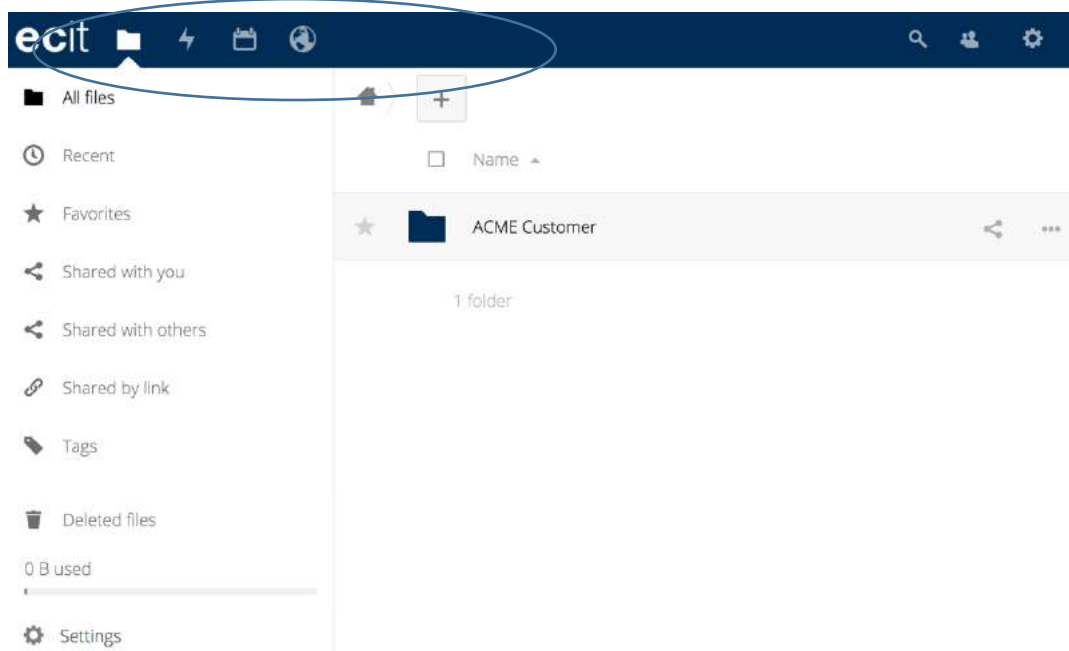
We will walk through how to switch between applications, how to securely upload and download files and how to communicate using Support for best security.

## Background

Since email is not considered a secure communication channel, ECIT want to provide a secure alternative to this. To provide a structured view of what material has been sent to and from ECIT we offer a secure and modern cloud file storage using high encryption, and a dedicated support tool for inquiries and questions. In this way you always have access to files and documents and material used in communication with us. Support routes messages the straightest path to the person on our side which should handle your question for speed and efficiency.

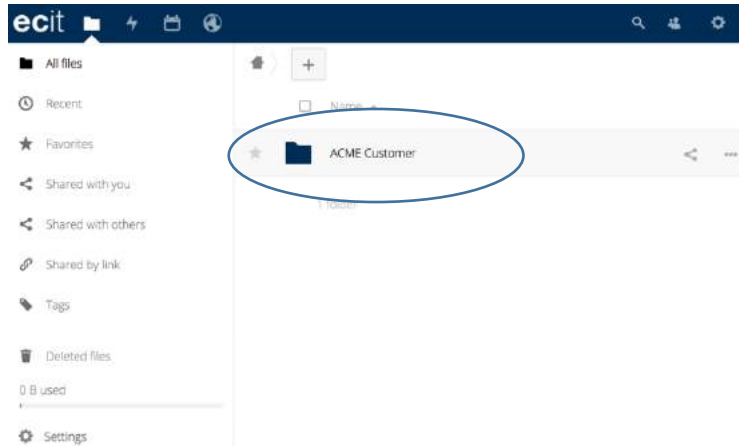
## Navigation

There are several applications available to you after login. You navigate between them using the icons in the top bar:

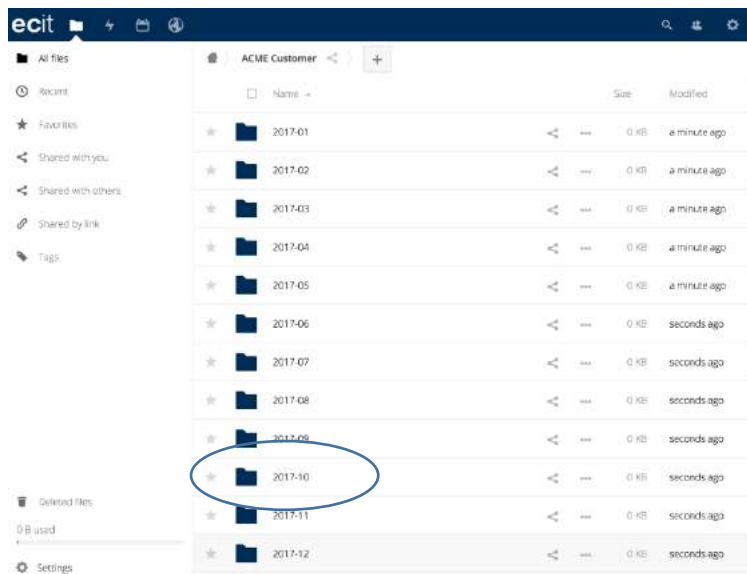


## Documents and support application

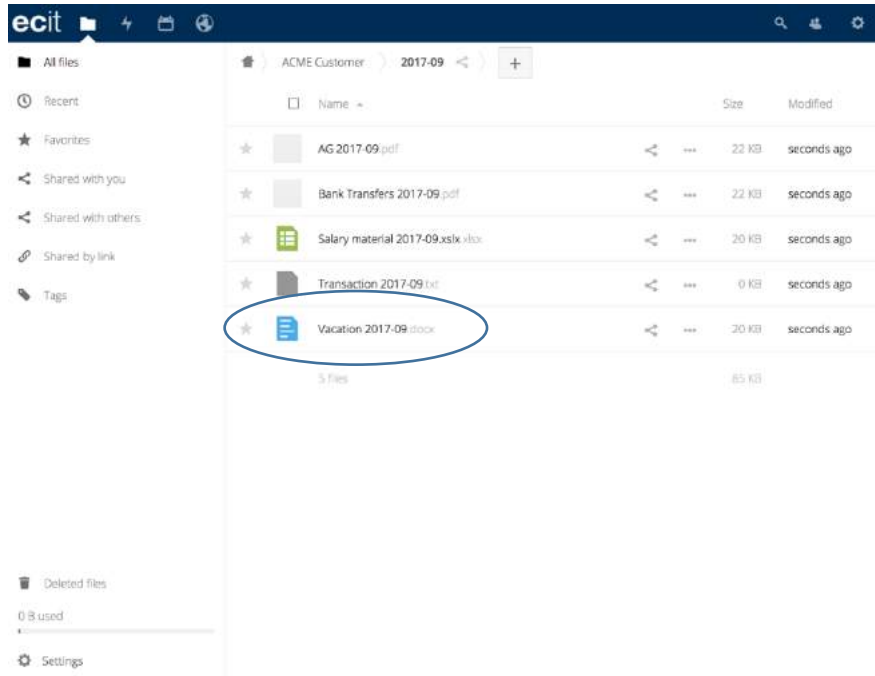
In this application you have access to documents sent to you from ECIT. You also use this application to send information to ECIT.



Depending on your access rights you will see different folders. Under each root folder there are specific folders for each reporting period:



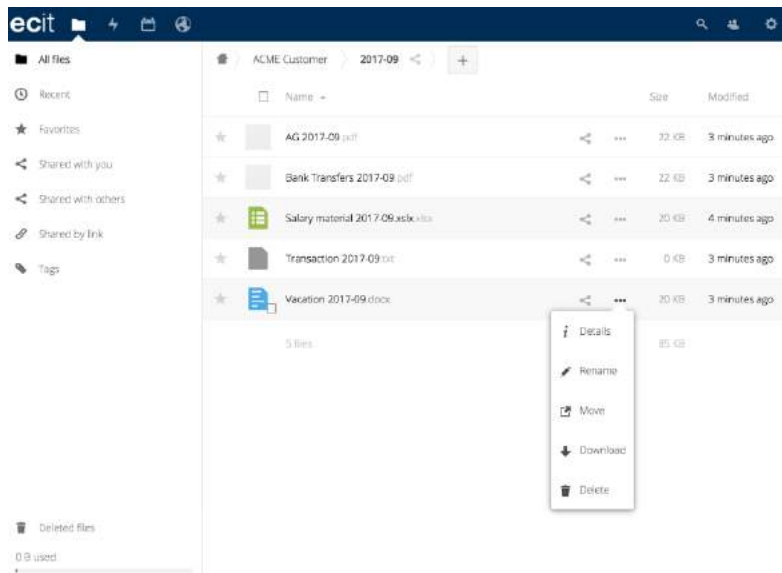
Click on the period to access your reports.



Click on the file to view it.



For security reasons, when viewing a document it is not downloaded to your local computer but read directly in the web browser. If you need to download the file, you can do so by using the file options:

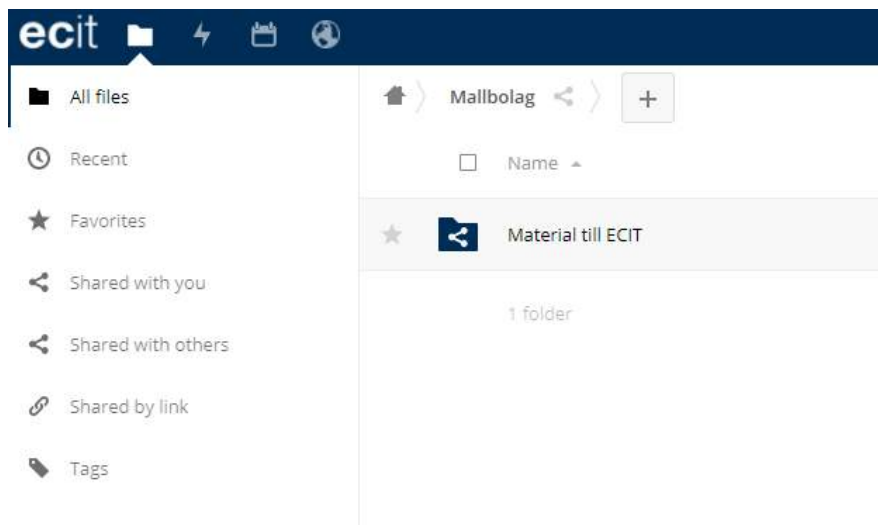


## Uploading files to ECIT

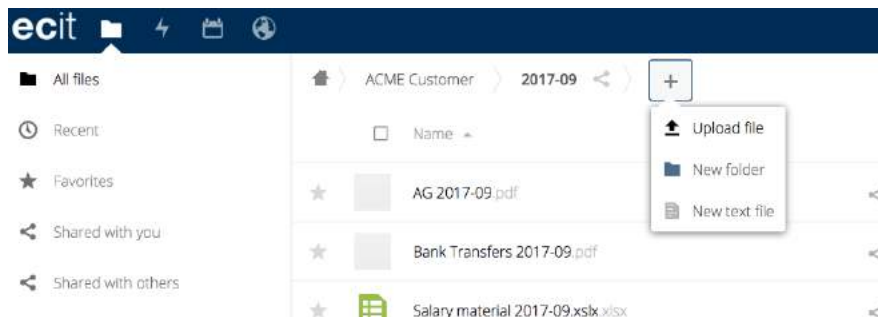
To upload material to ECIT, first go to the folder concerning the period for which the material belong.

Ex. 2017-10

Go to folder “Material to ECIT”



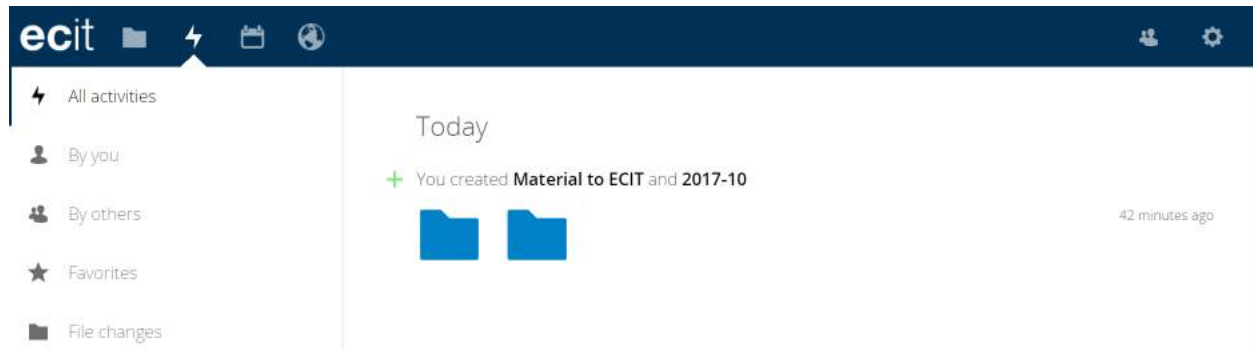
Use the “Upload file” function or simply drag and drop files from File explorer on your computer.





## Activities application

In Activities you see a timeline showing what documents have been created, updated and/or deleted. It can be used to easily see if any new documents (or revisions of documents) have been uploaded.

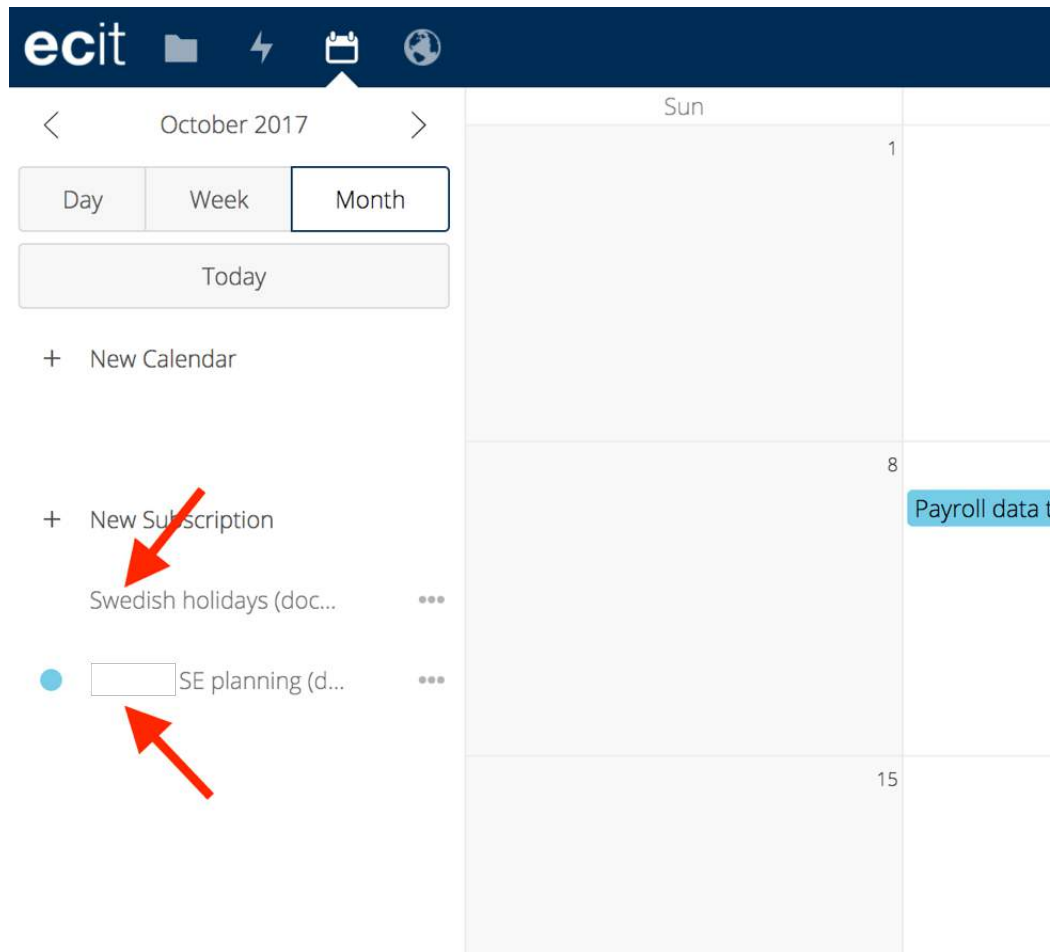


## Calendar application

The calendar contains the SLA deadlines as well as other useful information (such as public holidays).

Please note that the calendar is read-only. Contact us if changes should be made.

Also note that you need to click the calendar names to make them visible (*or else they will be hidden*).



## Support application

In the support application you handle all communication to and from ECIT. You can always see an overview of all your open tickets and their status as well as create new support tickets.

### Create a new ticket

**Open a New Ticket**

Please fill in the form below to open a new ticket.

Tickets (0)

Email: documents-admin@ecitapps.com  
Client: Documents-Admin

**Help Topic**

— Select a Help Topic — \*  
— Select a Help Topic —  
Pay - general info  
Pay - inquiry payslip  
Pay - urgent

Create Ticket Reset Cancel

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**Open a New Ticket**

Please fill in the form below to open a new ticket.

Tickets (0)

Email: documents-admin@ecitapps.com  
Client: Documents-Admin

**Help Topic**

Pay - general info \*  
▼

**Ticket Details**  
Please Describe Your Issue

**Issue Summary \***  
New report

<> B I U S [Rich Text Editor Icons]

Text...

Drop files here or choose them

1. First select a Help Topic and fill in any relevant information.
2. Fill in Issue Summary describing the context of the issue
3. Describe the issue more in detail.
4. Attach any files needed.
5. Press "Create Ticket"