

Get Support Help Faster on My Esri

Using the **Request Case link** on the Support page of My Esri will cause your issue to be more quickly routed to a support analyst who can resolve your issue. This process for creating a support ticket replaces emails to support@esri.com.

The Request Case link on My Esri opens a web form after you sign in. On the form, you can describe the issue and identify the software you are using. Support cases can be opened from the

Support page on My Esri where all support resources are available in one place. All case work—creating tickets, tracking cases, and viewing the history of case work—occurs there.

The support@esri.com email address was deprecated on April 3, 2017. All email and chat cases should be made through the Support page on My Esri. This method streamlines the process, letting you track the status of cases and access support resources as soon as possible.