

Contacting Equinox Support

Welcome to Equinox Support! Each SPARK library can designate a Technical Contacts who will be the main liaison between Equinox Support and his or her library. SPARK Technical Contacts may submit support issues and questions via email or the web portal. When submitting a support ticket, please include as much information as possible, such as: what function you were trying to perform, which screen you were in, which patron, item, or bibliographic record you were working with, the error message you received, etc.

To submit an issue via email:

1. Send an email to support@esilibrary.com
2. You will receive a confirmation email for your ticket.
 - a. The confirmation email also includes a link and access key that you can use to view or add to your ticket in the web portal.
3. Equinox Support will respond to your ticket via email.
4. You can respond to Support or add additional information to your ticket at any time by replying to the confirmation email or any subsequent email you receive regarding this ticket. When you reply, do not change the email subject (this would create a new ticket).
 - a. You can also view your ticket in the web portal using the link or access key that you received in the confirmation email.

To submit an issue via the web portal:

1. Go to <http://support.esilibrary.com/>
2. Click the link to Submit a Request.
3. Fill out the web form with your name, email, and phone number.
4. Next enter the Request Details:
 - a. Select a category for your request from the drop down menu.
 - b. Select Pennsylvania Integrated Library System from the Organization drop down menu.
 - c. Describe the issue you are experiencing in the boxes provided.
 - d. Attach any supporting documents or screenshots by clicking Choose File and selecting the file from your computer.
 - e. Type in the security word that appears in the red box.
 - f. Click, Submit Request. Your request will be sent to Support.
 - i. If you want to check on this ticket through the web portal, write down the access key that is provided at the top of the screen.
5. You will receive a confirmation email for your ticket.
6. Equinox Support will respond to your ticket via email.
7. You can respond to Support or add additional information to your ticket at any time by replying to the confirmation email or any subsequent email you receive regarding



this ticket. When you reply, do not change the email subject (this would create a new ticket).

- a. You can also access this ticket through the web portal using the access key.

Support issues submitted via email and web portal will be sent to PaILS' Equinox Account Manager, who will ensure that all support issues are resolved in a timely manner.

For urgent issues, such as the system going down or loss of search, call support toll-free at 877-OPEN-ILS ([877-673-6457](tel:877-673-6457)) and choose option 3 from the automated answering system. If you are reporting an urgent issue after-hours, leave a voicemail and support will be notified to contact you.