

Welcome to the ESO Customer Portal

How to sign in and find your way around

We've streamlined the way you get support from ESO. This guide walks you through signing in for the first time, setting up two-factor authentication, and finding your way around the portal.

In this guide

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- Signing in for the first time
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- Finding your way around
- Submitting a request
- Viewing your requests
- Managing your account
- Who can submit and see requests
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- What "Pending" means for you

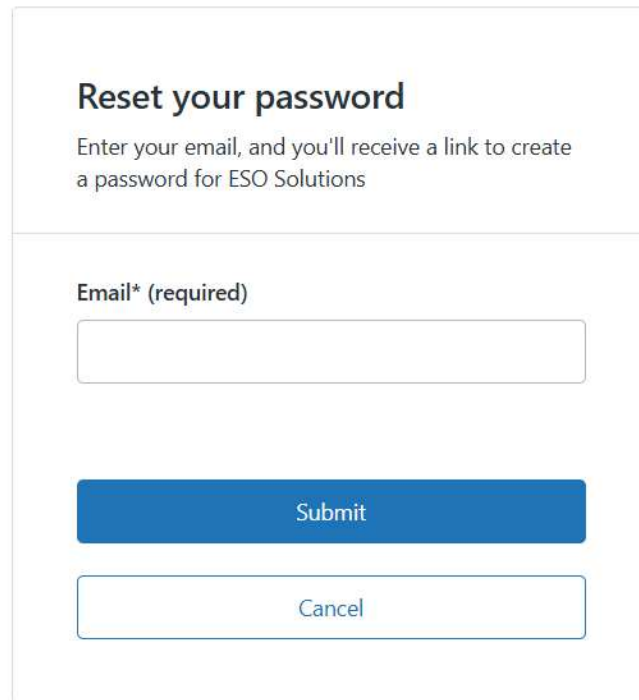
What is new

- **You now submit a Request** — this is the new name for a support ticket.
- **You'll sign in separately** — and two-factor authentication (2FA) is required every time you sign in.
- **Use the email we already have on file** — it carried over from our previous system, so it's the same email you've always used with ESO.
- **You sign in at a separate portal** — go to esosolutionsinc.zendesk.com.

Signing in for the first time

Because your account carried over, you'll create your own password the first time, then set up two-factor authentication.

1. Go to esosolutionsinc.zendesk.com and enter the email address we have on file for you.
2. Select Forgot password. On the reset screen, enter your email and select Submit. We'll email you a link to create your password.



Reset your password

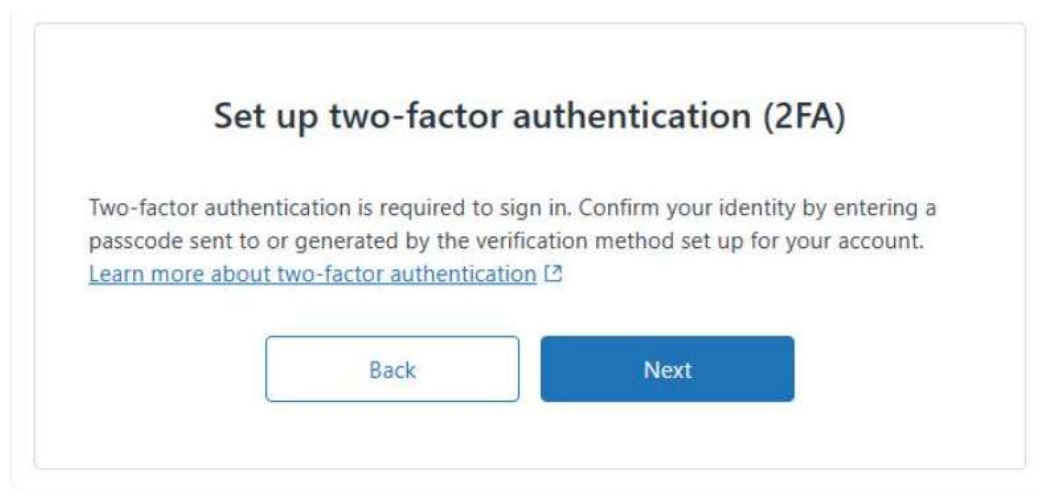
Enter your email, and you'll receive a link to create a password for ESO Solutions

Email* (required)

Submit

Cancel

3. Open the email, follow the link, and create your password.
4. Return to the portal and sign in with your email and new password.
5. When the two-factor authentication prompt appears, select Next.



Set up two-factor authentication (2FA)

Two-factor authentication is required to sign in. Confirm your identity by entering a passcode sent to or generated by the verification method set up for your account.

[Learn more about two-factor authentication](#)

Back **Next**

6. Choose how you'd like to receive your sign-in passcode:
 - **Authenticator app** — use an app such as Google Authenticator on your phone. Select Next, scan the QR code, and follow the prompts on your phone.
 - **Email** — receive a passcode by email each time you sign in.

Set up two-factor authentication (2FA)

1 Select your preferred 2FA method

This is how you'll receive a passcode to confirm your identity every time you sign in.

- ☒ **Authenticator app**
You'll need an authenticator app like Google Authenticator on your phone.
- ☐ **Email**
You'll need to provide your email to receive a code to sign in.

[Next](#)

2 Connect your 2FA method

3 Copy your recovery codes

7. Copy and save your recovery codes somewhere safe. You can use a recovery code to sign in if you're ever unable to reach your usual method.
8. Select Done.

Signing in after setup

Each time you sign in, enter your email and password, then confirm your identity with a passcode. If you chose the authenticator app, enter the code from the app on your phone. If you chose email, enter the code we send you. Keep your recovery codes handy as a backup.

Sign in to ESO Customer Care

[Switch to agent sign-in](#)

Email* (required)

Password*

[Forgot password?](#)

Sign in

Finding your way around

- **Knowledge (home):** your landing page, with a search bar and help articles. To return here any time, select the ESO logo in the top-left corner.
- **Submit a request:** select Submit a request in the top-right corner to open a new Request.
- **Your menu:** select your name in the top-right corner to open your profile menu.

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Submit a request Test ESO CC

eso

Search

Improving Community Health and Safety
Outcomes Through the Power of Data

Logis

EMS and Prehospital
EHR, QM, Outcomes, Tracker, Inventory

Fire and Public Safety
NERIS, Properties, Inspections, Permits,
Hydrants, Assets, Checklists, and Station
Check

ESO Suite
Dashboard, Activities, Personnel
Management, Admin, On Demand Learning

InterDev
iMedic, Certn, MDocs, Cadlink,
Analytics, Radius

Medusa Medical Technologies
Siren ePCR and Managed Services

ESO Billing & Dispatch
ESO Billing and Dispatch

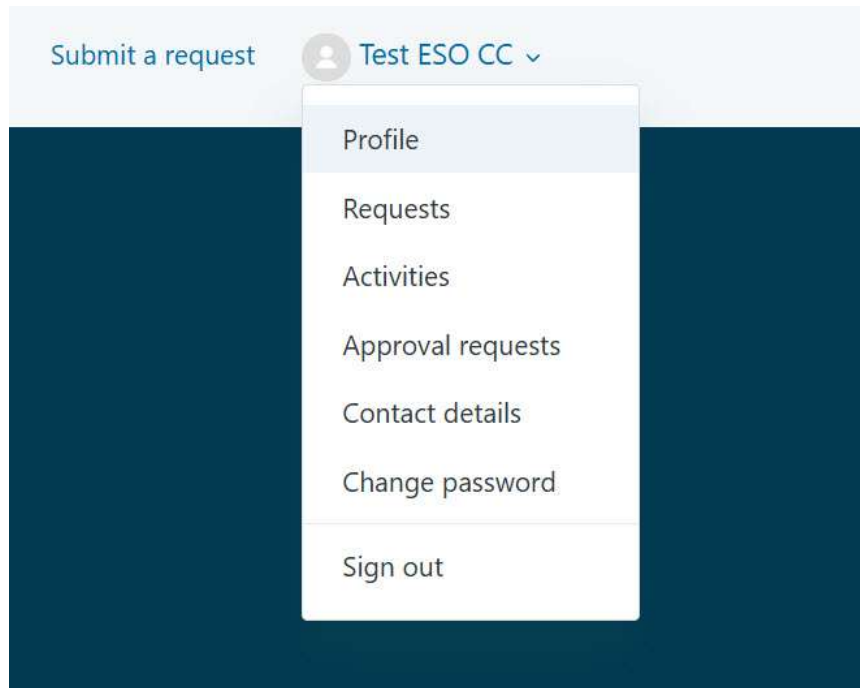
Insights

ESO Scheduling
Scheduling, Rostering

Recent activity

Under your name you'll find:

- **Profile** — review and edit your information.
- **Requests** — view your own Requests and your organization's Requests.
- **Activities** — follow articles and see your activity.
- **Approval requests** — track the status of any article suggestions, such as pending or approved.
- **Contact details** — update your details and manage your two-factor authentication.
- **Sign out** — leave the portal.



Finding answers in Knowledge

Use the search bar or browse the product tiles to find help articles and answer your own questions faster, without opening a Request. If an article does not solve it, select Submit a request.

Submitting a request

To open a new Request, select Submit a request and complete the form. Fields marked with an asterisk are required.

To create a Request:

1. From any page in the portal, select Submit a request at the top right.
2. In Organization, choose the organization the Request is for. If you belong to more than one, pick the correct one. You can change it later if needed.
3. In Subject, enter a short summary of the issue.
4. For Reason for Contact, select how we can help, for example Question.
5. Under ESO Product, select the product the Request relates to.

6. In Description, enter the details: what is happening, what you expected, and any error messages. Use the formatting tools if they help.
7. Optional: in CC, add anyone else who should get updates. Under Attachments, add files by choosing a file or dragging and dropping.
8. Select Submit. A member of our Support team will follow up, and you can track the Request under Requests.

Submit a request

Fields marked with an asterisk (*) are required.

CC

Organization*

Please tell us which Organization you would like this request associated with. You can change this later.

Testing ESO

Subject*

Reason for Contact *

Tell us how we can help you

Question

ESO Product

ESO Product

-

Description*

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Paragraph ▼ B I [link icon] [list icon] [list icon] [image icon] [quote icon] [undo icon] [redo icon]

Attachments

Choose a file or drag and drop here

What each field means:

- **CC** — add others who should receive updates (optional).
- **Organization (required)** — the organization the Request is filed under. If you belong to more than one, you can change this after submitting if it was set to the wrong one.
- **Subject (required)** — a short summary of the issue.

- **Reason for Contact (required)** — how we can help, for example Question.
- **ESO Product** — the product the Request relates to.
- **Description (required)** — the details of your Request, with basic formatting available.
- **Attachments** — add files by choosing a file or dragging and dropping.

Viewing your requests

On the Requests page, use the tabs to see My requests, Requests I am CC'd on, and Organizational requests. If you work with more than one organization, use the Organization drop-down to switch between them and view or submit Requests for each.

By default, you see only the Requests you submitted. The Organizational requests tab shows your whole organization's Requests only if an administrator has enabled that access for you.

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Submit a request  Test ESO CC ▾

Requests

My requests Requests I am CC'd on Organizational requests

7 requests

Subject	ID	Created date ▾	Updated date ▾	Status ▾	⋮
Call answered by Heidi Brower	#181	Sep 9, 2026	Today, 11:01 AM	Solved	
Cannot delete EHR record	#189	Sep 10, 2026	Yesterday, 4:31 PM	Solved	
Fw: Test private ticket	#217	Sep 15, 2026	Yesterday, 3:24 PM	Open	
Third time this week	#188	Sep 10, 2026	Yesterday, 1:49 PM	Solved	
Testing New created user	#58	Aug 24, 2026	Yesterday, 11:07 AM	Solved	
By royal decree	#187	Sep 10, 2026	Sep 11, 2026, 2:59 PM	Open	
Testing multiple orgs	#183	Sep 9, 2026	Sep 11, 2026, 2:59 PM	Open	

Requests

My requests Requests I am CC'd on Organizational requests

5 requests

Organization

Testing ESO

Filter

Follow organization

Subject	ID	Created date	Updated date	Status	
Call answered by Heidi Brower	#181	Sep 9, 2026	Today, 11:01 AM	Solved	
Cannot delete EHR record	#189	Sep 10, 2026	Yesterday, 4:31 PM	Solved	
Fw: Test private ticket	#217	Sep 15, 2026	Yesterday, 3:24 PM	Open	
Testing New created user	#58	Aug 24, 2026	Yesterday, 11:07 AM	Solved	
By royal decree	#187	Sep 10, 2026	Sep 11, 2026, 2:59 PM	Open	

Following an organization

On the Organizational requests tab, if you are linked to multiple organizations, choose an organization from the Organization drop-down, then select Follow organization to get email updates about that organization's Requests.

Follow organization

Receive email updates about tickets within these organizations:

☐ Testing ESO

☐ By Royal Appointment Resuscitation Services - ESO TEST

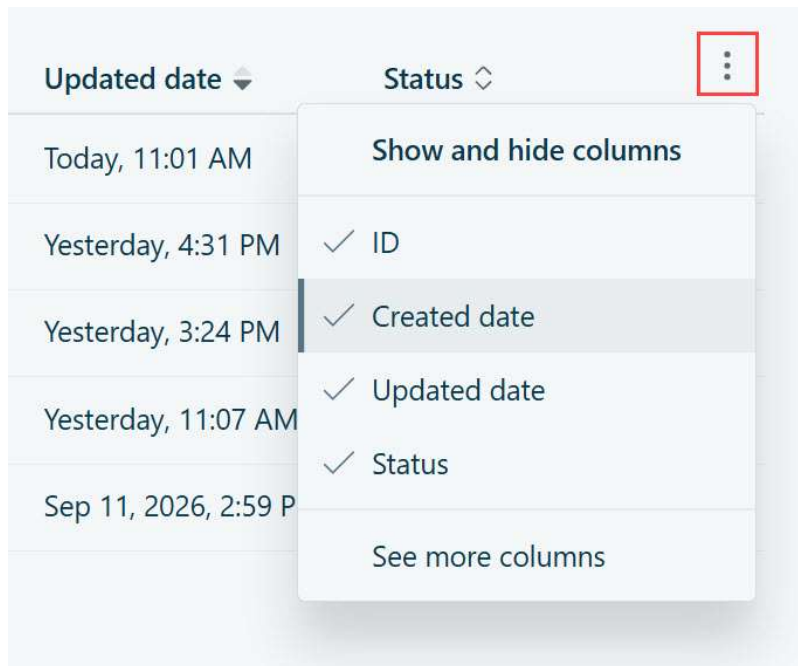
Cancel

Save

In the Follow organization window, check the organizations you want updates for, then select Save.

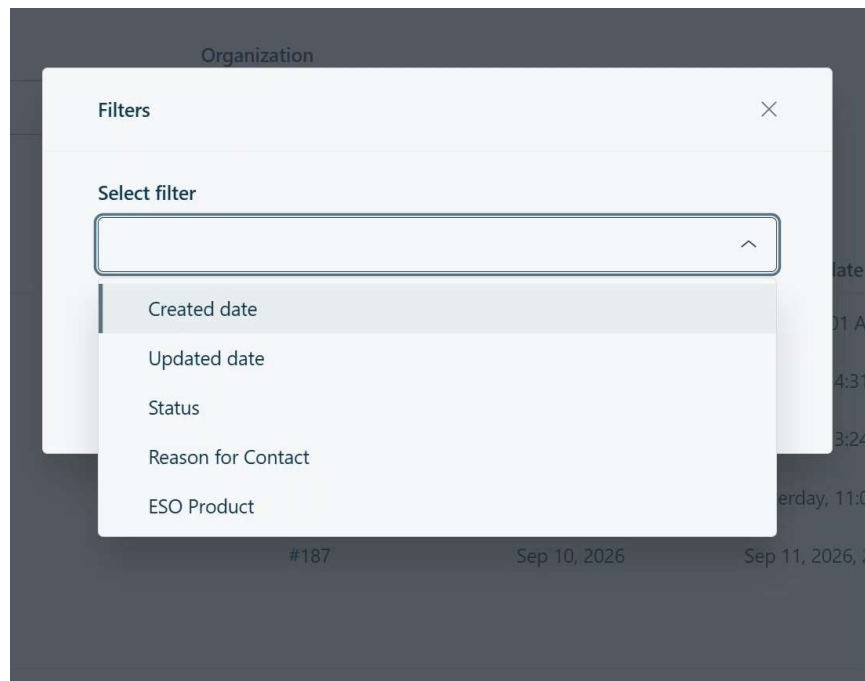
Showing and hiding columns

Use the three-dot menu at the right of the list header to show or hide ID, Created date, Updated date, and Status. Select See more columns for additional fields.

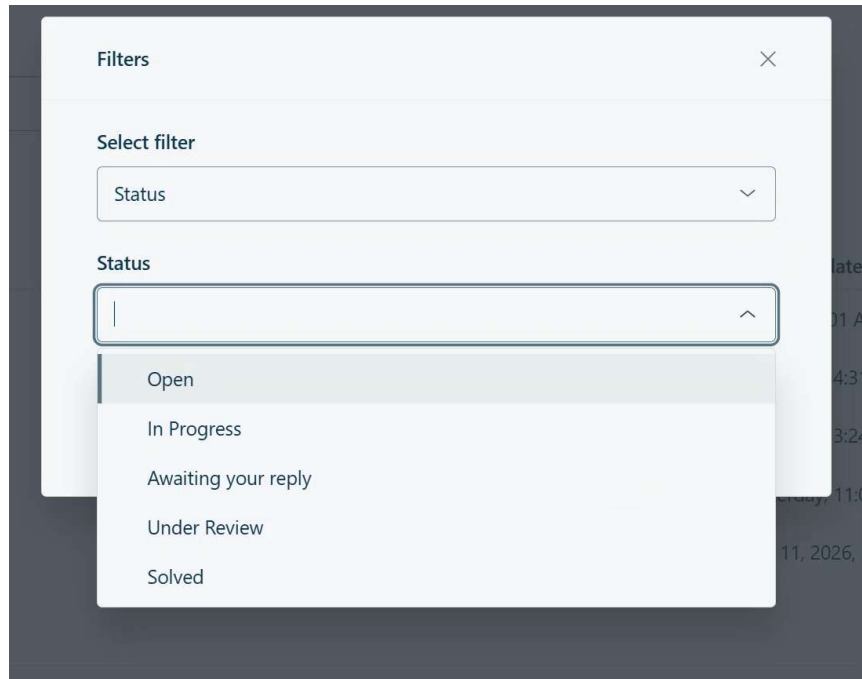


Filtering your requests

Select Filter to narrow the list. First choose what to filter by, then set the value.



Choosing Status lets you filter by Open, In Progress, Awaiting your reply, Under Review, or Solved.



Managing your account

Your Profile page (your menu, then Profile) shows your activity, when you became a member, and counts for following, votes, and subscriptions.

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Submit a request  Test ESO CC ▾

**Test ESO CC**

Edit profile

Following0 users

Followed by0 users

Votes0

Subscriptions0

Total activity0

Last activityNo activity yet

Member sinceSeptember 16, 2026

Activity overview

Comments (0)

You currently have no contributions.

Editing your profile

Select Edit profile to update your name, email, phone, and profile photo, manage two-factor authentication (2FA), and add a short introduction. Select Save to keep your changes.

Edit my profile

×

Share a bit about yourself with the community in your profile details.

Name* (required)

Test ESO CC

Email

esotestcc@gmail.com

Phone

+14042720683

Profile photo



Change photo

Manage two-factor authentication (2FA) ⓘ

[Manage 2FA](#)

Introduce yourself

Max 500 characters

Close

Save

Changing your password

Select Change password to set a new password. Enter your current password, then your new password twice. Your password must:

- Be at least 12 characters and fewer than 72.
- Include upper- and lowercase letters, numbers, and at least one character that is not a letter or number.
- Not resemble an email address.
- Not contain easily guessed words such as your name, email, or company.
- Not be a common or compromised password.

Change password

×

Current password

New password

Confirm password

Password requirements

Must be at least 12 characters

Must be fewer than 72 characters

Must include letters in mixed case

Must include numbers

Must include a character that is not a letter or number

Must not resemble an email address

Can't contain easily guessed words like your name, email, or company

Must not be a common or compromised password

Close

Save

Who can submit and see requests

Anyone at your organization can sign in and submit a Request.

By default, each person sees only the Requests they submitted.

If someone needs to see all of your organization's Requests, an administrator can request that access for them using the [ESO Customer Portal Admin Form](#).

Words you will see

- **Request** — how you ask us for help (previously called a ticket).
- **Requester** — the person who submitted the Request.
- **Organization** — your agency or department account.
- **Open** — we are working on your Request.
- **Pending** — we are waiting to hear back from you.
- **Solved** — we have resolved your Request.

What “Pending” means for you

If your Request is marked Pending, we are waiting to hear back from you. We will send a couple of reminders, and if we do not hear back, we will mark the Request Solved. You can always reply to reopen it.

Need help

Need help getting in? Sign in at esosolutionsinc.zendesk.com, select Submit a request, and our Support team will be glad to assist.