

Introducing Flash's new IT Support Portal



New ITIS Platform



Segregated Portals for Core Services and EC.

This enables us to tailor our support options to the specific needs of each project we support.

IT Support Services

Select your company / department:





Direct access is still available by navigating to FlashIT.CallInsite.com (Core Services) or ECIT.CallInsite.com (Engagement Center)



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More concise ticket choices

Our data shows that more than 90% of tickets were either trouble tickets or Egnyte requests. So we got rid of the noise!

Create a new ticket

What kind of issue are you having?

Technical Issue Egnyte Access Request

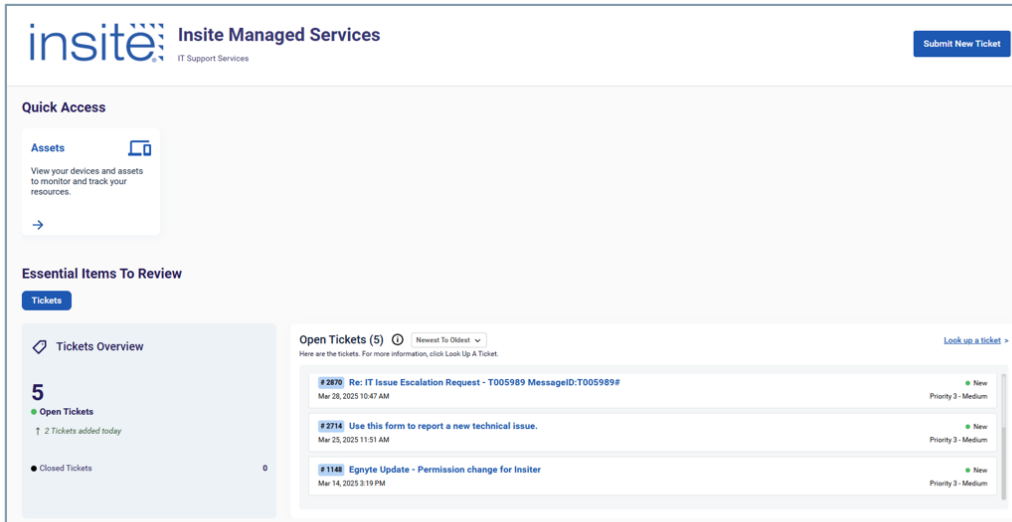


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Cleaner Interface

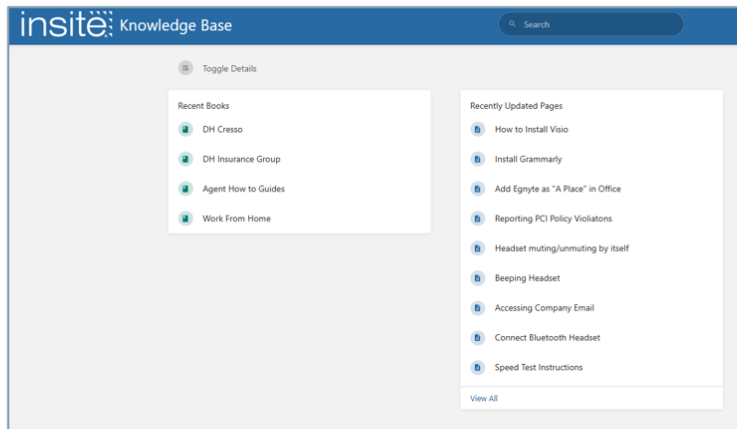
The new portal features a cleaner, more compact design giving you quick access to the functions important to you.



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Updated IT Knowledge Base

We have transitioned our KB to a new platform that is easier to reference and use.



KB.CallInsite.com

Note: Most articles are available to the public but some (anything with private information) does require registration. Simply "sign up" with your Microsoft account for access.



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More to come!!

We are working to implement more features to help support you and your teams more efficiently in the future.

Future feature enhancements include:

- Team-level ticket visibility so you can see what your team is working on
- Dashboards/reports for leaders to get better visibility in technical issues
- Technical project management
- More ways to communicate with the team!



Revision #1

Created 31 March 2025 21:58:23 by Tyler Jones

Updated 31 March 2025 22:01:43 by Tyler Jones