



ECAS Problem Reporting Protocol



If you encounter an ECAS-related issue, please follow the ECAS Problem Reporting Protocol

1. Refer to the ECAS Help Manual

The manual can be accessed in two ways:

- From the [ECAS application](#), click on the "**Help**" button, located on the right-hand corner of the relevant screen; OR
- From the [ECAS Project Website](#)

2. Contact your local district or regional appraisal personnel for guidance in using the system;

3. Contact the ECAS Help Desk via e-mail or phone.

In your report, be sure to include the information below:

- **your BCellID or IDIR userid (log-on id);**
- **Identifying fields of the appraisal:**
 - ☐ **the ECAS ID number**
 - ☐ **timber mark**
 - ☐ **appraisal effective date**
- **A detailed description of the problem, including a copy of the error message, if applicable;**
- **A screen capture of the problem.**

ECAS Help Desk:

Hours of operation: Monday to Friday, 8 am to 4 pm

E-mail: FORHVAP.ECASHelp@gov.bc.ca

Telephone: In Victoria: 250 387-4747
Outside Victoria: 1-877-387-4747