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 BCeID 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