



ECAS Problem Reporting Protocol

Ministry of
Forests



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, <http://extranet3.for.gov.bc.ca/ecas/> , click on the "**Help**" button, located on the right hand corner of the relevant screen; OR
- From the ECAS Project Website
<http://www.for.gov.bc.ca/hva/rh/ecas/>

2. If the issue relates to the ECAS processing and reviewing of appraisals, please refer to the **ECAS 1.5 Quick User Guide**

Interior Quick User Guide

http://www.for.gov.bc.ca/hva/ECAS/document/QUICK_USER_GUIDE_INTERIOR.pdf

Coast Quick User Guide

http://www.for.gov.bc.ca/hva/ECAS/document/QUICK_USER_GUIDE_COAST.pdf

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



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4. 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);**
 - **a detailed description of the problem - include a copy of the error message, if applicable;**
 - **the ECAS ID #, or timber mark and appraisal effective date you are concerned with.**

(Hours of operation are 8 am to 4 pm, Monday to Friday)

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

Telephone: Within Victoria: 356-7666

Outside Victoria: 1-877-356-7666

Fax: 250-387-5670

5. Contact the **ECAS Project Manager (Sabina Ghazarian)** via e-mail or phone.

E-Mail: Sabina.Ghazarian@gov.bc.ca

Telephone: 250-387-8380