

# Finding help

We recommend you reach us by creating a support ticket through the web portal if you need help.

You may contact us by email or phone if you can't access the portal.

## Create a ticket in the portal

Please follow the below steps to file a ticket:

1. Log in to the web portal.
2. Locate the top menu bar, and click Tickets under support.
3. Click new ticket at the top-left corner.
4. Fill in your situation and click submit.

You will receive a notification whenever there is an update about your ticket.

## 7x24 Enquiry Support

For log in issues like forgetting the login password or losing the two-factor authentication device, you may reach us with the following information.

ECC HK

OneAsia Network Limited

Dir: (852) 3979 3961

Email: [ecc-hk@oneasia.com](mailto:ecc-hk@oneasia.com)

Website: [www.oneasia.com](http://www.oneasia.com)

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