

## A new Formpipe Support Portal is coming

2020-12-21 - Jason Gillan - Comments (0) - General

Since being acquired in July 2020, we have been making a gradual transition away from the EFS Technology domain and branding, to our new Formpipe colours and site. Along with this transition, we will be moving our support site and ticket system to a brand new support portal in early 2021. It will be located at [support.formpipe.com](https://support.formpipe.com) and will combine the ability to raise and view support tickets, as well as browse documentation, FAQs and manuals for all of the Formpipe products, including all of the information currently found on this site.

Anyone can register for a new account, but users that have emailed us at support in the past may already find their logins transferred automatically – in which case a simple password reset will activate your new accounts. We will bring you more information on the changeover in the new year.

Finally, in line with these new changes, the support email address will be changing from [support@efstechnology.com](mailto:support@efstechnology.com) to **[support.services@formpipe.com](mailto:support.services@formpipe.com)**. Whilst the old email address will still work (and will be redirected for a time), we strongly encourage you to start using the new **[support.services@formpipe.com](mailto:support.services@formpipe.com)** address instead.

If you have any questions about these upcoming changes please do not hesitate to reach out to us via the new email address.

We will post additional updates on the support site as we move forward with the transition. Additionally, the key support contact(s) at your business will also receive this information via email.

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