

DATASHEET

Instant Issuance Help Desk Services

HIGHLIGHTS

Live, on-demand support for your entire branch staff

Entrust Help Desk Services provides your team members at all of your branches with a direct line to instant issuance experts at Entrust. After learning your institution's processes and procedures, we'll provide just-in-time knowledge pertaining to the following and more:

- Security best practices
- Compliance
- Solution capabilities
- Hardware and software troubleshooting

It takes the heavy lifting out of the hands of your IT, operations, and security teams and places it with our instant card issuance experts, who serve as your trusted advisers, helping to ensure you and your customers get the most out of instant issuance.

Answers to all your instant issuance questions

Card handling procedures – Card stock, whether it's been activated or not, should be treated with the same care and diligence as cash. Our Help Desk technicians will provide guidance on best practices and procedures as well as ongoing direct-to-branch support when your issuance personnel on the front line have a question.

Card destruction protocols – We'll provide ongoing support customized to your specific destruction process as well as guidance on evolving industry standards so you can stay in compliance.

Card inventory and supplies handling –

Card inventory needs to be stored securely and accounted for on a regular basis. Printer supplies need to be stored in the right environment. Our Help Desk service team can answer any questions about these issues.

Printer operation and troubleshooting –

Our printers are designed to be easy to set up, use, and maintain. But if you have any questions along the way, referencing manuals or reaching out to your internal IT team is not necessary. Just call the Help Desk.

Much more – Our Help Desk team members are instant card issuance experts, so no matter what question you may have, you're connected with someone who can provide instant, accurate assistance.

HOW IT WORKS

Simplified, all-inclusive help desk services



Convenient access

One number to call for all instant issuance questions - from all branches.



Fast resolution

Quick answers from the industry's most experienced instant issuance experts.



Reduced workload

Eases the burden of your organization's IT, operations, and security teams.



Extended hours

Available 7 a.m. – 7 p.m. Central Time
Monday – Friday (excluding U.S. holidays).