EVERSOURCE KNOWLEDGEBASE

SEARCH

ITConnect Tickets General Information

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Recent Communications
• **Website Blocking** - sent 1/30/2026 • **Report a Customer Issue – New IT Form** - sent 11/28/25

IT phone numbers and Chat service are used for employees only, DO NOT provide to customers.

What is ITConnect

How do I contact ITConnect

How do I submit a ticket to unblock a web site used for a business need?

Details/information to include in an ITConnect Ticket for a Customer

Details/information to include in an ITConnect Ticket for an Employee

Omni IT Tickets - review issue with Supervisor/Manager: DO NOT submit ticket

- Exception: Critical incidents (nightly batch issues, system outages, etc.)

What is ITConnect?

ITConnect is a tool used for assistance with computer issues, computer program issues, requesting access to applications needed to perform work duties, password reset assistance and reporting an issue a customer is experiencing with our website.



ITConnect

IT Support is available 365 days a year, 24 hours a day.

How do I contact IT Support?

For questions or assistance from the IT Support Center, submit an **Electronic Ticket.**

- This will provide the IT Support Center analysts with the opportunity to research and possibly resolve an issue before they contact you, saving you valuable time.
- To submit an electronic web ticket, use the following link: **Submit Your Problem or Request Online**

Other ways to connect with ITConnect:

- **Call:** the IT Support Center:
  - [redacted]
  - [redacted]
  - **The phone numbers and Chat service are used for employees only, DO NOT provide to customers.**
- **Chat:** Select **Chat with IT Support** option on Eversource ITConnect

For urgent employee issues, select ***Chat with IT Support*** OR [redacted] ***or*** [redacted]

- Chat with IT and calling IT should only be used when an employee needs urgent assistance with an issue that affects their ability to perform their job.

For CUSTOMER technology issues (Eversource.com, Speedpay, IVR, etc.) select **CSR - Report a Customer Issue**

- To access form without the link:
  - From IT Connect
  - In the Search box at the top of the page type CSR. A list will display
  - Select the CSR – Report a Customer Issue option from the list
  - Save the form as a favorite:
    - Click the heart next to the form title at the top of the page
    - Form is now in your Favorites

How do I submit a ticket to unblock a web site used for a business need?

- If you encounter a blocked website that is required for your workflow:
  - Provide the website URL to your supervisor with an explanation of why you need it.

- Supervisor will confirm the business need for the website.
- Once approved by your supervisor, submit IT ticket – **Website Access Request**
- Once the IT ticket is approved by the supervisor, IT will add the website within 48hrs.

Details/information to include in an ITConnect Ticket for a Customer

When reporting customer issues experienced on our website, mobile app, or with iFactor/Notifi alerts, it is **critical to obtain specific details from the customer** and include them on the ITConnect ticket. This allows for efficient troubleshooting and a timely resolution.

In order to investigate & triage the issue quickly:

- **ASK** the customer for a detailed description of the problem (*unable to process a payment, view a bill, report an outage, etc.*,)
- **OBTAIN** the following information:
  - Customer full name
  - Customer email or username
  - Eversource billing account number
  - Customer's contact telephone number
  - Device type used (*iPad, laptop, cell phone*)
  - Browser used (*Chrome, Firefox, Microsoft Edge, Safari etc.*,)
- **CONFIRM** and document
  - What transaction they were trying to process?
  - Did they navigate to Eversource.com directly or were they using the Eversource Mobile app?
  - Did they access Eversource.com on a mobile browser?
  - Did they click on a link on an alert (*outage, statement alert, payment reminder, payment status or disconnect alert*) or other type of email?
- **OBTAIN the Specific Error Message** received (*screenshots preferred*)
  - Include the error message the customer experiences in the ticket
  - **Ask** if they've seen the error before?
  - **Ask** if they are using the same device as usual?
- **DOCUMENT** the approximate **time of transaction**, etc.
  - Date and time
- **INCLUDE** all of the details provided by the caller in the ITConnect ticket

Once Incident is Assigned:

- You will be contacted if there are additional questions
- You may be asked to contact the customer to collect any 'missing' details
- ***Please Note: The group(s) reaching out to you DO NOT make outbound customer calls and will work with you to facilitate communication***

Details/information to include in an ITConnect Ticket for an Employee

Reporting an employee issue, using **Report a New Issue** you will need:

- Short description of the issue that you are experiencing
- Application experiencing the issue (Ex: Outlook, Excel, Laptop, etc.)
- Describe the issue (the more information you provide, the faster IT can resolve the issue)
- Best Call back number
- Add attachments - Like screen shots of errors you have received. There is a paper clip icon in the lower right-hand corner of the ITConnect, report a new issue page.
    - Take a snip of the screenshot(s) of error message and paste it into a Word document that you save to your desktop or Onedrive.
    - Then once you click on the add attachment link, a new window will open allowing you to choose a file to upload.
- After submitting the IT ticket you will be provided with an INC# or a REQ# (depending on the type of request) you can keep this for follow up, or to pass along to your supervisor if needed.

Search Terms: It, reset password, it connect, itconnect, it ticket, computer issue, web issue, phone issue, laptop issue, application issue, report a customer issue, report a customer web issue, report a customer eversource.com issue, report a customer speedpay issue, report a customer iVR issue.

Last Reviewed: 1/30/2026