ENTRUST DATACARD® SUPPORT SERVICES
Instant Issuance Help Desk

Live, on-demand process and solution support for your branch staff from Entrust Datacard experts

With the Entrust Datacard® Help Desk service offering the members of your team instantly issuing cards will have a direct line to the solution experts, Entrust Datacard employees. We'll provide just-in-time knowledge over the phone to your branch staff pertaining to security best practices, solution capabilities, troubleshooting, and your institution’s proprietary procedures and processes.

Never before has instant issuance been so seamless and easy. Powered by the Issuance Device Management™ software, Help Desk takes the heavy lifting out of the hands of your IT, ops, and security teams and places it with the industry experts. Not only will our team provide the necessary information to operate the hardware and software, we'll also serve as a trusted advisor, helping to ensure you and your customers get the most out of instant issuance. We will learn your institution’s processes and procedures and ensure you’re always up to date with the latest industry compliance standards.

No matter the question, Help Desk has the answer:

• Card Handling Procedures. Card stock, whether it's been activated or not, should be treated with the same care and diligence as cash. Entrust Datacard has worked with more than a thousand financial institutions to get their instant issuance solution up and running — and they don’t all do it the same way. With Help Desk we'll provide guidance on best practices and procedures, once you've decided how you’d like to handle card stock our help desk technicians will provide ongoing direct-to-branch support when your issuance personnel on the front-line have a question. One less thing for you and your team to worry about.

• Card Destruction Protocols. When a card is no longer able to be used it’s important to dispose of it per the standards established by the major card payment processors. That said, there isn’t just one way to do it. We’ve seen it done a lot of different ways, and whatever works for your organization is the best option for you. Help Desk provides ongoing support customized to your specific destruction process and ongoing guidance on evolving industry standards.

• Inventory and Supply Handling. Most of the ongoing cost of running an instant issuance program is the investment made in card inventory and printer supplies. Card inventory needs to be stored securely and accounted for on a regular basis. Printer supplies need to be stored in the right environment and handled properly from packaging to printer. All of those questions can be answered in an instant with a single call to our Help Desk service team. When it comes to getting the most out of your FII investment, we’ve got your back.

• Printer Operation and Troubleshooting Questions. Our printers are designed to be easy to set up, use, and maintain. With Help Desk the simple instruction required to produce a payment card is just a call away. Referencing manuals or reaching out to your internal IT team is not necessary with Help Desk. Our expert team is trained on the whole solution — so when you call us with a question, you’re connected with someone who can provide instant, accurate assistance.

• Much More. Reach out to us today to learn how we can tailor Help Desk to support your instant issuance investment.

Help Desk Management
Dedicated support for your branch team, answering your day-to-day branch instant issuance questions.

Services available from 8am-6pm for the entire contiguous United States.

To learn more about how our Help Desk solution can be tailored to your needs contact us today.

Entrust Datacard

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