

Typographical Conventions

The following table describes the typographical conventions used in this online help.

Font	Description	Example
Boldface font	Represents graphical user interface (GUI) items you click or select.	<ul style="list-style-type: none"> Select the check box for the study you want to access. Click the Reset Password link.
<i>Italic text</i>	Indicates non-linked references to other documents or topics in the help.	For more information, see the topic, <i>How Do I Contact Customer Care?</i>
Crimson Bold Font	Indicates linked references to other topics in the help.	How Do I Select a Study or an Organization?
<i>Crimson Italic Font</i>	Indicates expanding text that provides additional information or an image.	Shows the <i>status (expanded text)</i> for a metric.

Questions and Support

Email Us

For questions that are not urgent (for example, changing an email address or phone number), contact ERT Customer Care by email using this email address: customercare@ert.com.

Call Us

For urgent or technical issues, including anything that requires troubleshooting (for example, transmission, device, or portal issues can only be done over the phone), call ERT Customer Care using the numbers available by clicking the **Customer Care** link at the bottom of the ERT Global Account login page.

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Tip: For a faster response, you might want to call ERT Customer Care.