



# IT Advisory Channel

## 1. Introduction

The **IT Advisory Channel** module enables **twftw.org** registered users to request IT-related support from the ERA Support Team through a secure and structured process.

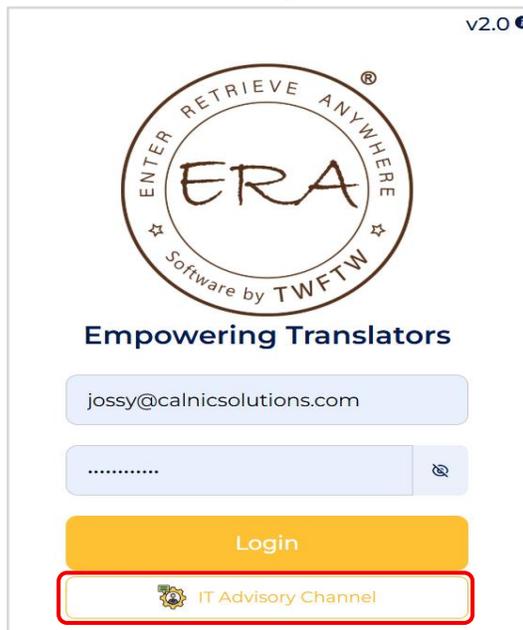
This help manual provides step-by-step guidance for navigating and using the module.

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## 3. Navigation

- Access the ERA application using the <https://era.twftw.net> URL.
- Click the **IT Advisory Channel** to communicate with the ERA Support Team.



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## 4. Communicate with ERA Support

- Once you click the **IT Advisory Channel** button to submit your request or issue.
- To communicate with the ERA Support Team, you must verify your identity using a verification code.



- Enter your registered **twftw.org** email ID and click the **Get OTP** button to get the verification code.

ENTER RETRIEVE ANYWHERE®  
ERA  
Software by TWFTW

**Empowering Translators**

IT Advisory Channel Request

Your email ID

Get OTP Cancel

- If you enter your ERA-registered email ID to receive the verification code, a pop-up appears instructing you to contact the ERA Support Team through the **Contact Us** page, along with a link to the ERA login page.
- Click the **Login Here** link to be redirected to the ERA login page, or click the **OK** button to close the pop-up.

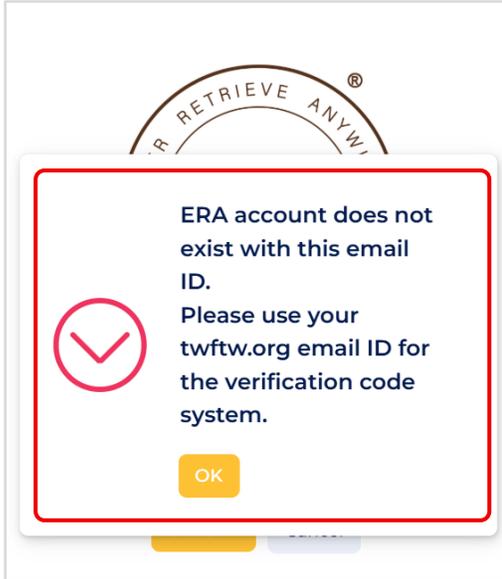
ENTER RETRIEVE ANYWHERE®  
ERA

For assistance, reach us through the ERA Contact Us page. Please use [Login Here](#).

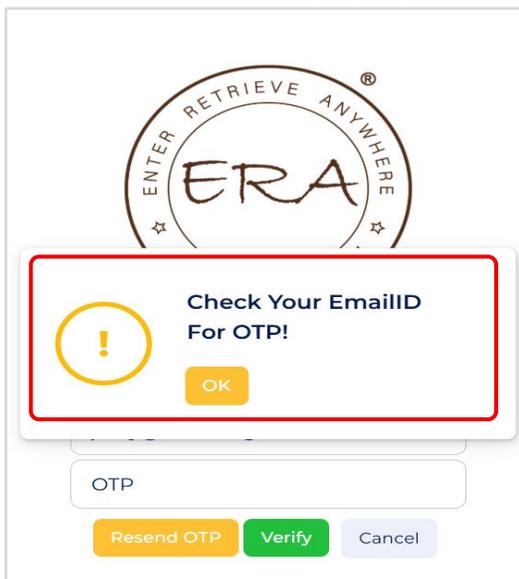
OK

Get OTP Cancel

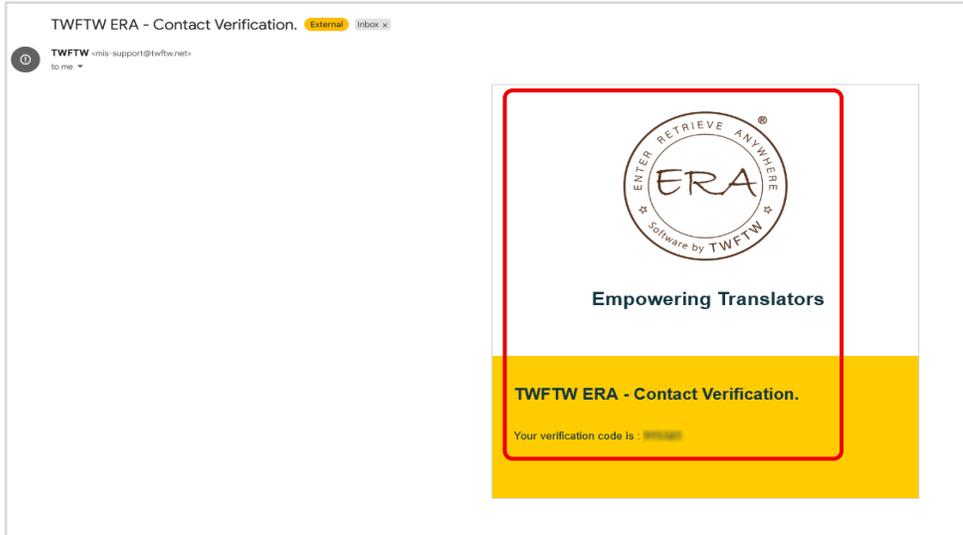
- If the entered email ID is not registered with *ERA* or *TWFTW*, a pop-up appears prompting you to enter your registered *twftw.org* email ID.



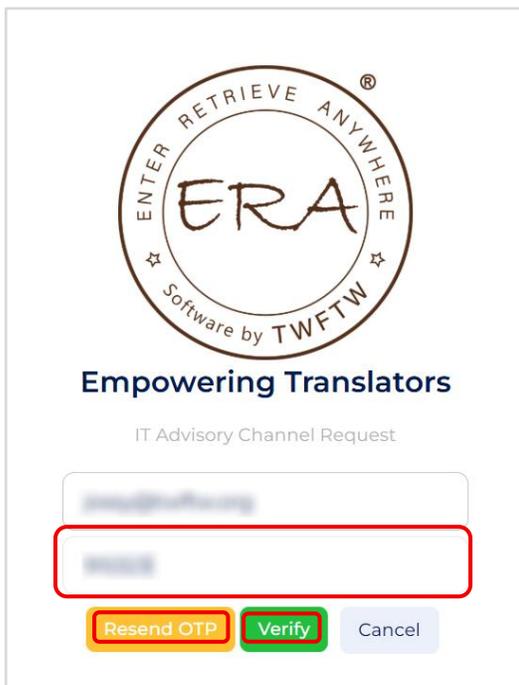
- After entering your email ID and clicking the **GET OTP** button, you will be redirected to a page where you can enter and verify the received verification code.
- A pop-up appears instructing you to check your email for the verification code. Click **OK** to close the pop-up.



- To get the verification code, log in to your mail and get an email similar to the screenshot shown below.

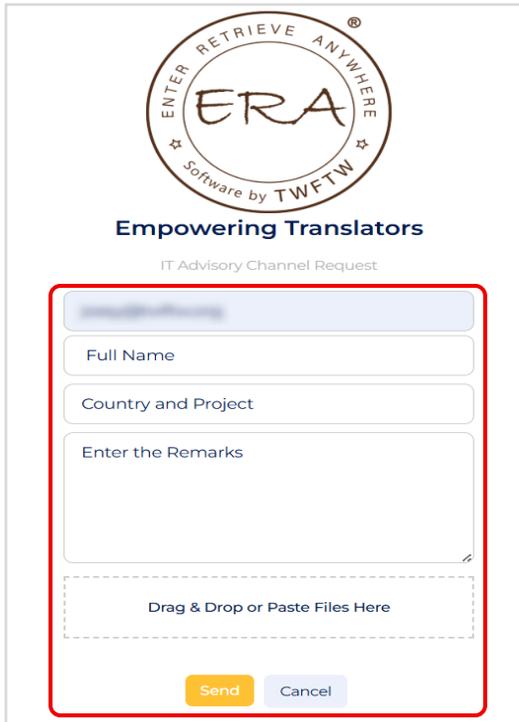


- Enter the verification code in the designated text field and click the **Verify** button to proceed.
- If you did not receive the code, click the **Resend OTP** button to request a new one.



- Once the OTP is verified, the **IT Advisory Channel Request** form will be displayed.
- In the **Enter the Remarks** text area, describe the issue or request you are facing.
- You can also attach files, if needed, to support your request.
- Click the **Send** button to submit your request to the ERA Support Team.

- A confirmation message will appear upon successful submission.
- A response from the ERA Support Team will be sent to your email.



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## 5. Frequently Asked Questions (FAQs)

Q1: Who can use the IT Advisory Channel?

*Only users with a registered [twftw.org](http://twftw.org) email address can access and submit requests through the IT Advisory Channel.*

Q2: What happens if I enter an unregistered email ID?

*If your email ID is not registered with [twftw.org](http://twftw.org) or **ERA**, a pop-up message will prompt you to enter a valid [twftw](http://twftw.org)-registered email ID.*

Q3: Can I attach files when submitting a request?

*Yes, you can attach relevant files (such as screenshots or documents) to help the support team understand your issue better.*

Q4: How will I know if my request was received?

Once you click the **Send** button, a confirmation message will be displayed, and you will receive a response via your registered email.

Q5: How long does it take to get a response from the ERA Support Team?



*Response time may vary, but you will typically receive an email acknowledgement or reply within 1-2 working days.*

Q6: Can I edit my request after submission?

*No, once submitted, the request cannot be edited. If changes are needed, you can submit a new request with updated information.*

9. What if I accidentally close the OTP verification window?

*You will need to restart the process by clicking the IT Advisory Channel button again and re-entering your registered email to receive a new OTP.*

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