

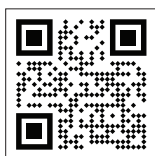


CONTACT US

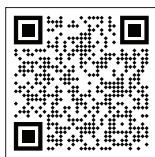
Working hours

08:00 - 18:00

Customer portal



Immediately raise a request on service.ita.eu with one of our engineers to get support.



For instruction video, visit help.ita.eu/guidelines-for-end-users

Call

Dial **092779000**. Select your language.

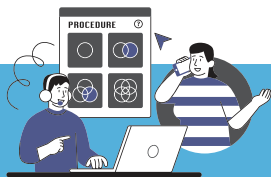
Select the type of support you'd like to receive by using the call menu.

Email

Reach out for support by contacting help@ita.eu

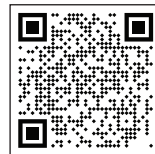
* If you don't have an account yet for the customer portal, please follow the instructions on page 2.

* If you do have an account already, but you have forgotten your password, you can request a password reset by following the screenshots on page 2.



Request an account on the Customer portal

- Visit the page itaf.eu/en/create-itaf-identity
- Complete the form & click on **"Submit"**.
- An ITAF employee will create your account & inform you once done.



- As soon as your account is active you can browse to: <https://service.itaf.eu> & click on **"Forgot password?"**.
- Enter your e-mail & click on **"Submit"**.

A screenshot of the ITAF login page. At the top right is a language selector 'English v'. The main heading is 'Sign in to your account'. Below it are two input fields: 'Email' and 'Password'. To the right of the password field is a red-bordered button labeled 'Forgot Password?'. At the bottom is a blue button labeled 'Sign In'.A screenshot of the ITAF password reset page. At the top right is a language selector 'English v'. The main heading is 'Forgot Your Password?'. Below it is an 'Email' input field. Underneath is a blue link '« Back to Login'. Below that is a blue button with a red border labeled 'Submit'. At the bottom, a grey box contains the text: 'Enter your username or email address and we will send you instructions on how to create a new password.'

- A password reset e-mail will be send to you.
After resetting your password you can login on the service center.
Instructions on how to ask for support on the customer portal can be found here:
help.itaf.eu/guidelines-for-end-users

