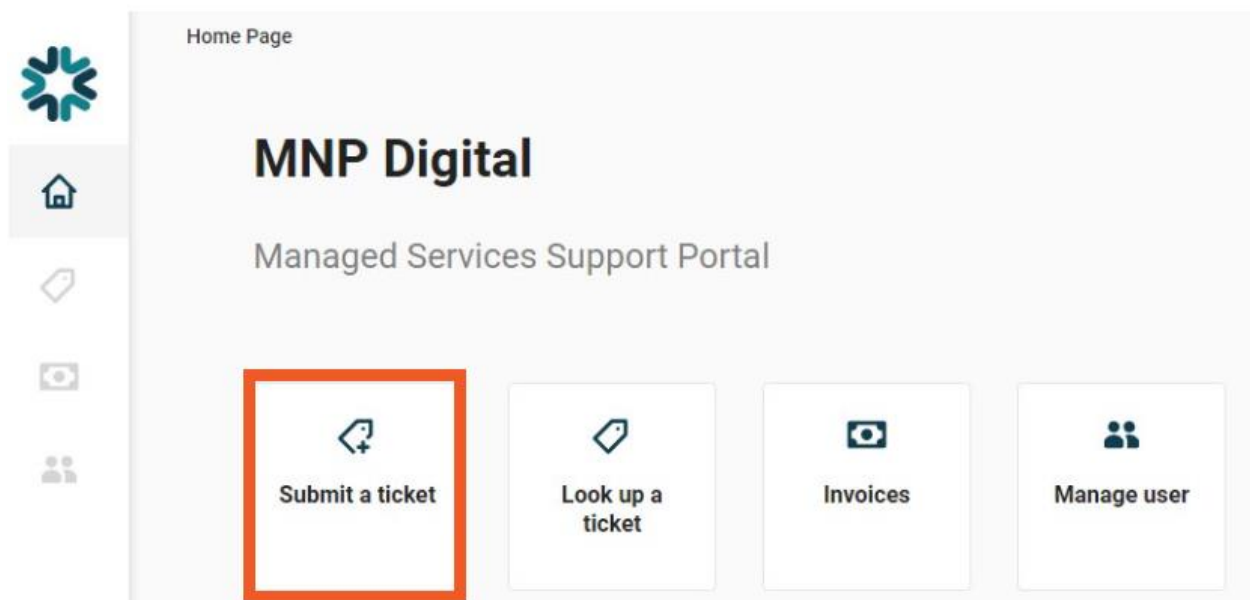


Managed Services Support Portal

When you experience a non-urgent technical issue, the Support Portal is the best place to submit a request. You'll also be able to track ticket progress, get updates, and communicate with our technicians with ease.

Getting Started


1. Access the Support Portal on the [Managed Service Client Centre](#).
2. Start a new ticket.



3. Select a Category for your request.

Create a ticket

Start creating a ticket by selecting a category and service.



4. Select a Service for your request.

Create a ticket

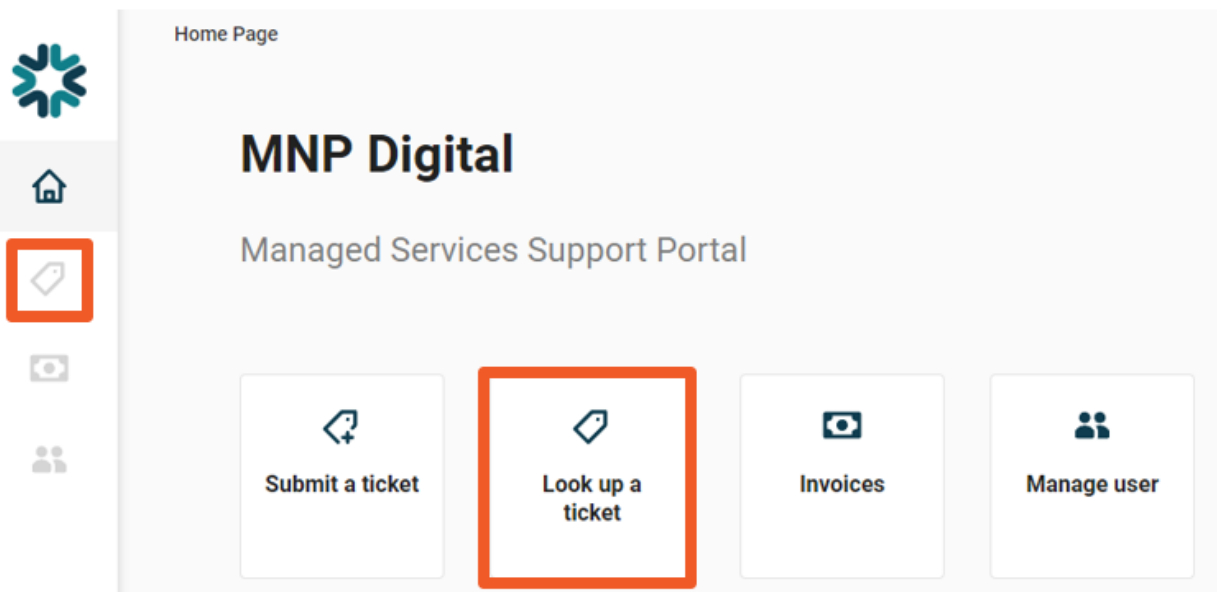
Start creating a ticket by selecting a category and service.



The screenshot shows a form titled "Create a ticket" with the instruction "Start creating a ticket by selecting a category and service." There are two dropdown menus. The first is labeled "Select a Category *" and has "IT Service & Support" selected. The second is labeled "Select a Service *" and has "Select a service" selected. This second dropdown menu is highlighted with a red border.

Reviewing Tickets

To view existing tickets (open or closed) you can use the Look up a ticket function.



Selecting a ticket will allow you to view all the details of the ticket and communicate with the assigned technician.

< **Ticket #2228809** >

Can't log into Sophos

Submitted 1:32 PM - 3/20/2024

Status: [REDACTED]

Type: 1 - Incident

Subtype: Workstation

Item: *Other

Priority: [REDACTED]

Contact [REDACTED]

Technician: [REDACTED]

Write a message  **Send**