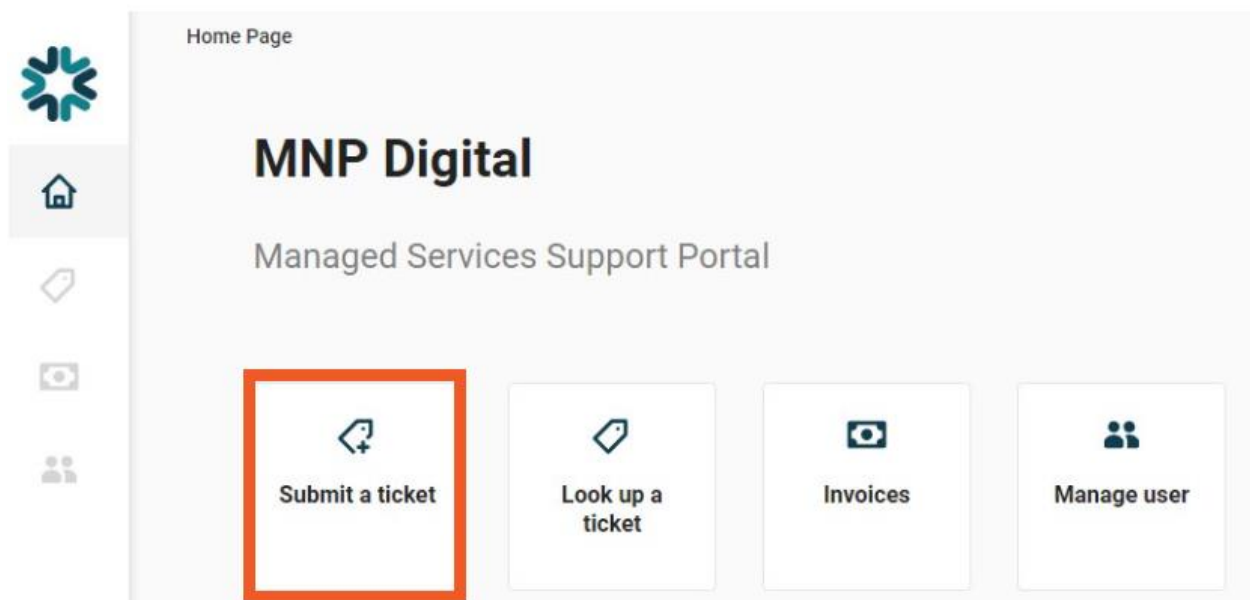# Managed Services Support Portal

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.

4. Select a Service for your request.

Create a ticket

Start creating a ticket by selecting a category and service.

Select a Category *

IT Service & Support

Select a Service *

Select a service

Reviewing Tickets

To view existing tickets (open or closed) you can use the Look up a ticket function.
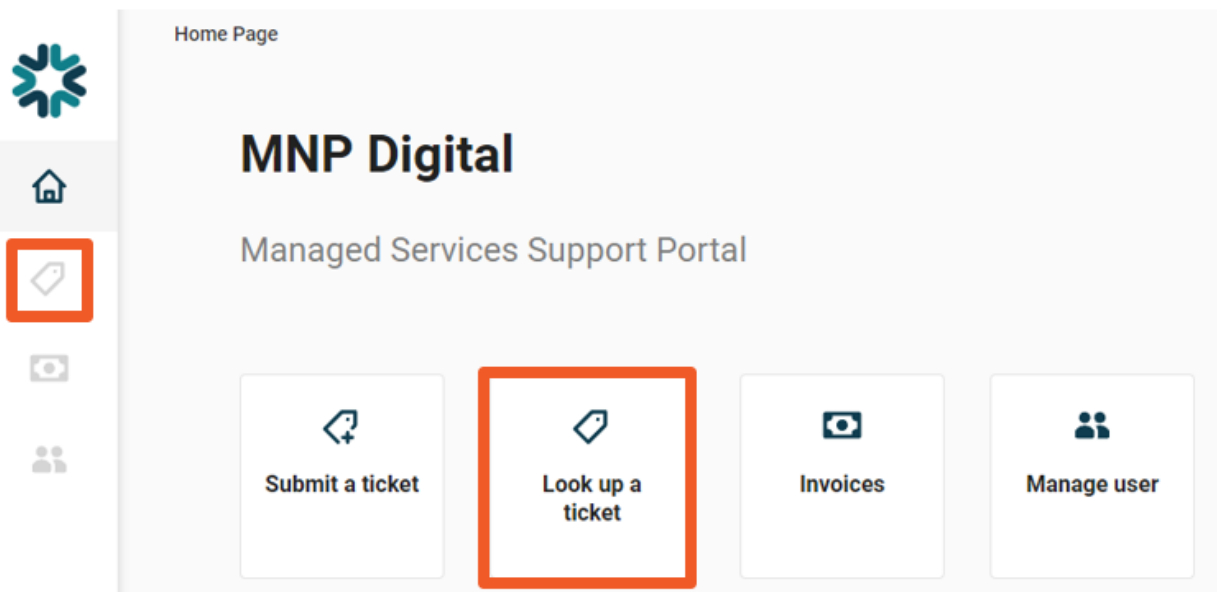
Selecting a ticket will allow you to view all the details of the ticket and communicate with the assigned technician.

Ticket #2228809

‹   ›

Can't log into Sophos

Submitted 1:32 PM - 3/20/2024   Status: ███████████████████

Type: **1 - Incident**   Subtype: **Workstation**

Item: ***Other**   Priority: ███

Contact ████████   Technician: ███████████

Write a message 📎	Send