Getting Help Using the Customer Portal

Customer Guidance

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TSG
TECHNOLOGY SERVICES GROUP

You can access the customer portal by clicking <u>here</u>.

The customer portal is a great way to log issues and keep track of your outstanding requests. By logging your ticket via our portal your request is logged directly into our ticketing system and sent straight to the most appropriate team. This allows us to assist you faster.
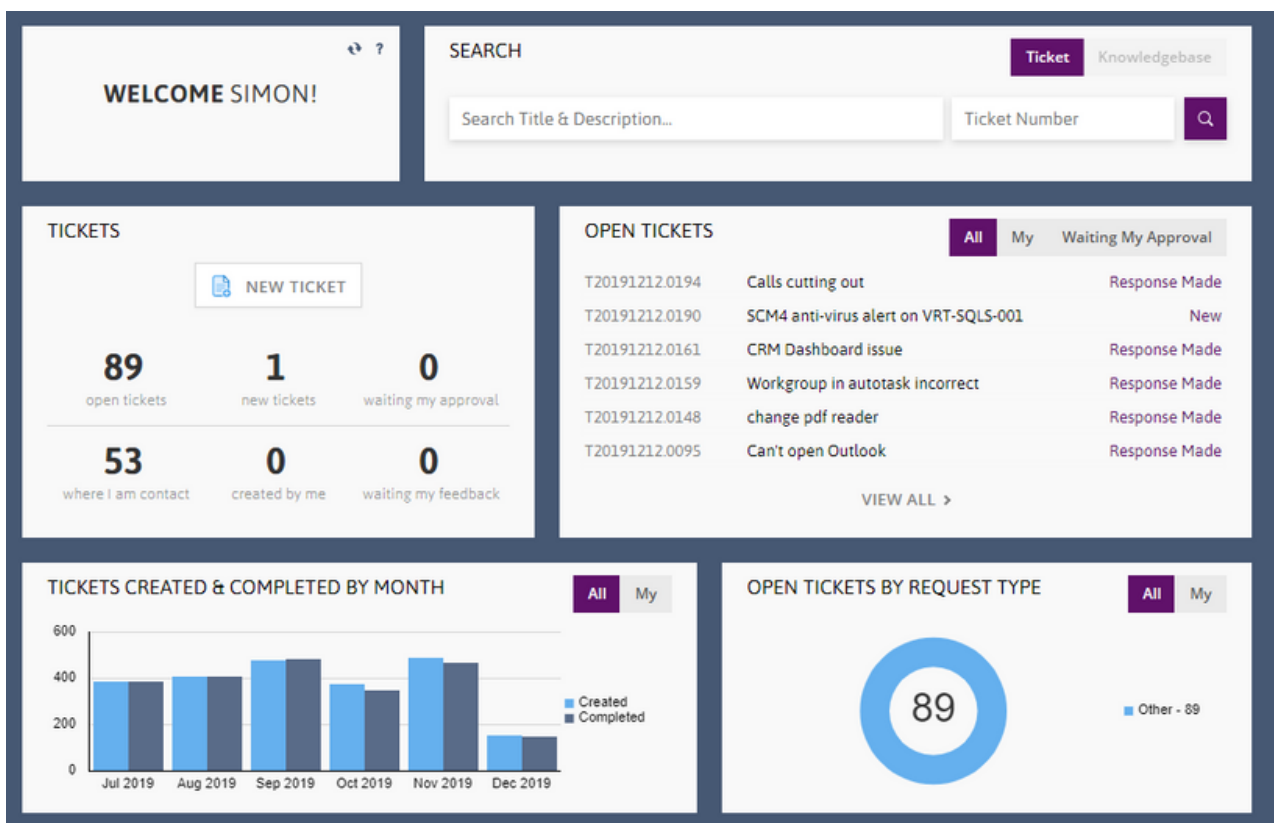
How do I get access to the Customer Portal?

If you have had access in the past and have forgotten your password, you can <u>click here</u> to use the "I forgot my password" feature

If you have never had access to the portal you can request access either via your account's "Primary Contact" or by logging a request via our <u>Support Form</u>

Users with SystemCare End User Support can also log a request for access straight from their desktop via the SystemCare Agent software. <u>Click here</u> to see how

Why should I use the portal over other options?

First and foremost it helps us help you faster. By asking a couple of questions about the nature of the issue up front we are able to direct your request to the right team without introducing any delay triaging your request.

IT managers can also use the portal to retain oversight of all tickets logged by end users, allowing them to spot trends or emerging patterns

![TSG – Technology Services Group logo]

Get in touch

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If you have any questions, please contact our dedicated team today

tsg.com/get-in-touch | 0333 220 0777