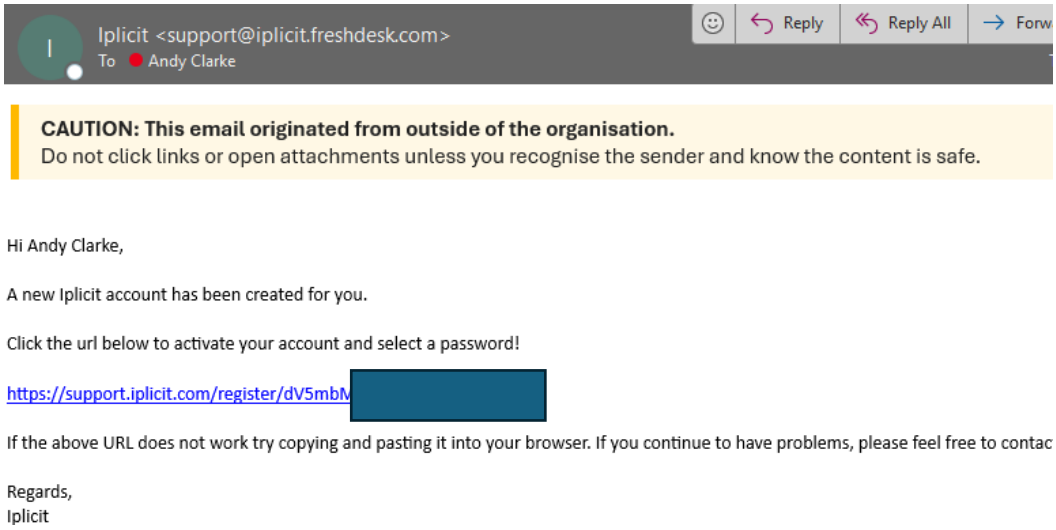
Welcome to our new Customer Support Portal

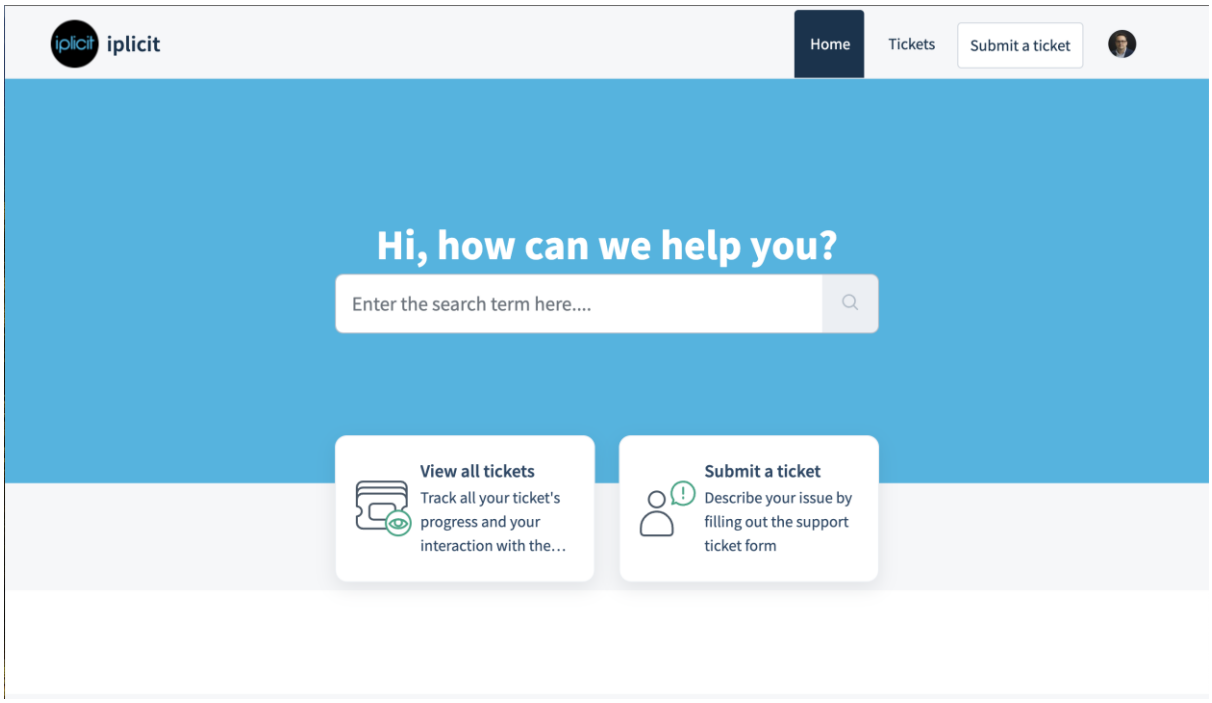
Some initial questions you may be asking?

Question	Answer
When will I be able to use the system?	Invitations should be received, starting this week and throughout August
Can I still email and use the support phone number?	Yes, this is an additional option and not replacing any of our existing support services
What's next on the support portal?	A range of frequently asked questions and how to resources will be added as this system develops.

Your invitation will look something like this

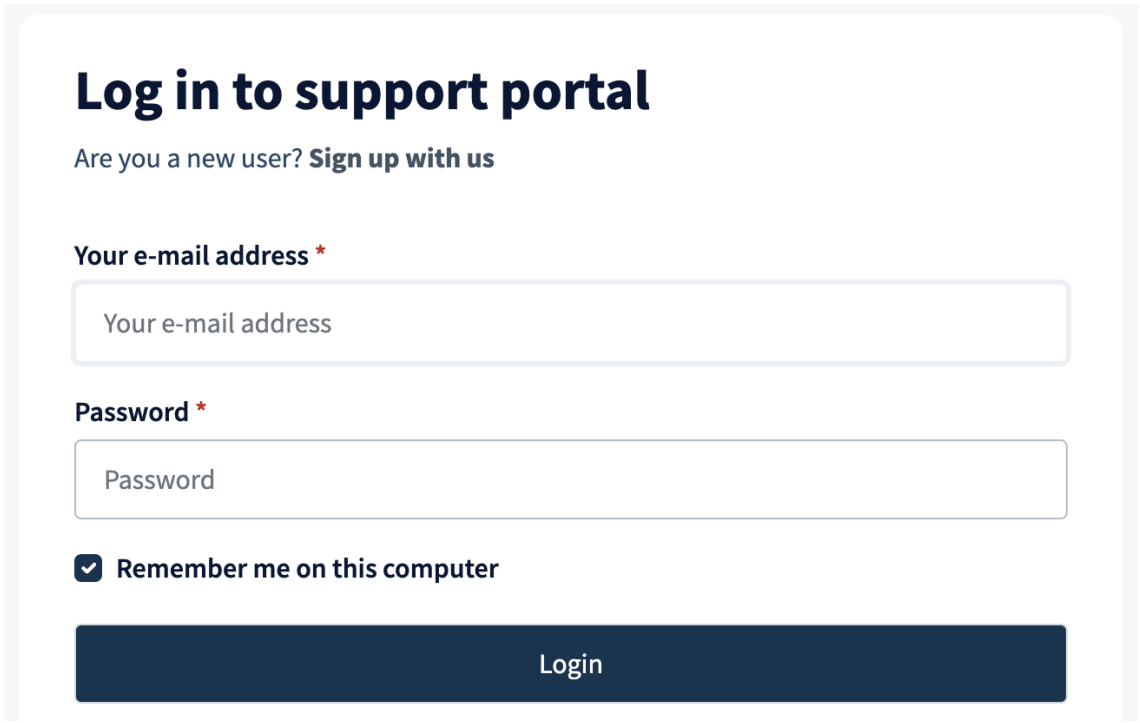


Customer Support Portal



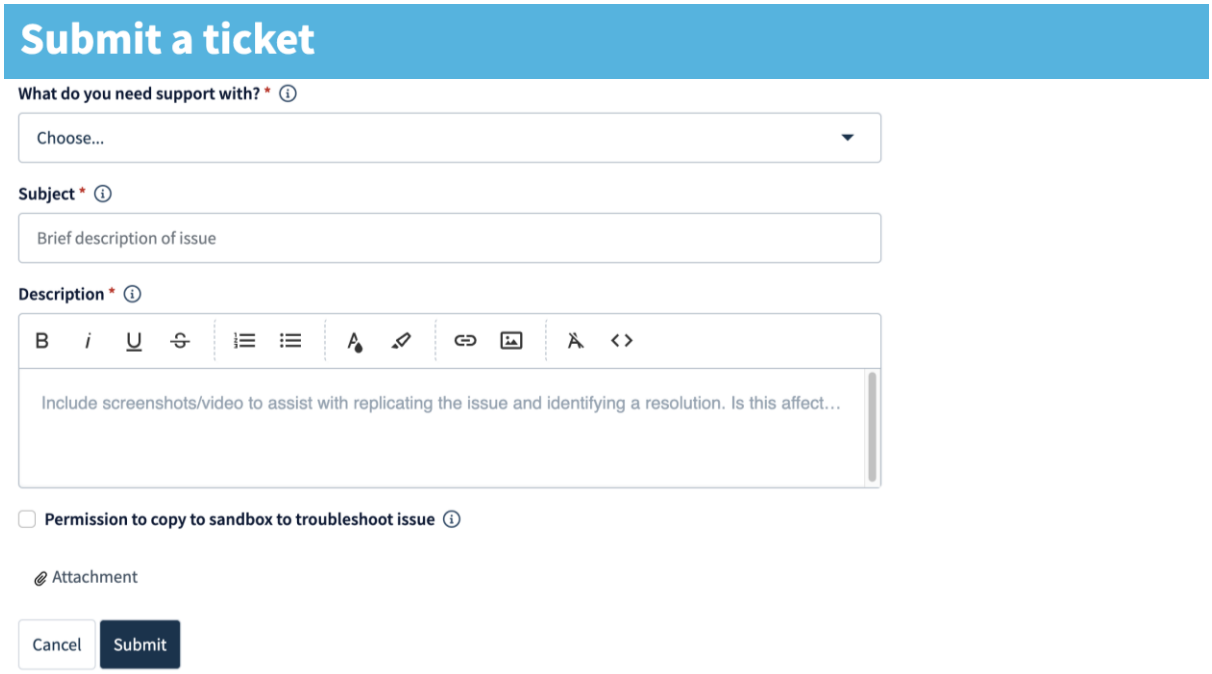
The iplicit Customer Support Portal will enable you to log tickets directly with the iplicit Support Desk. You will also be able to track the progress of your tickets and view resolved tickets. The URL for the portal is: https://support.iplicit.com/

We will send invitation emails to customers during August. When you first log in, you will be prompted to enter your email address and password:



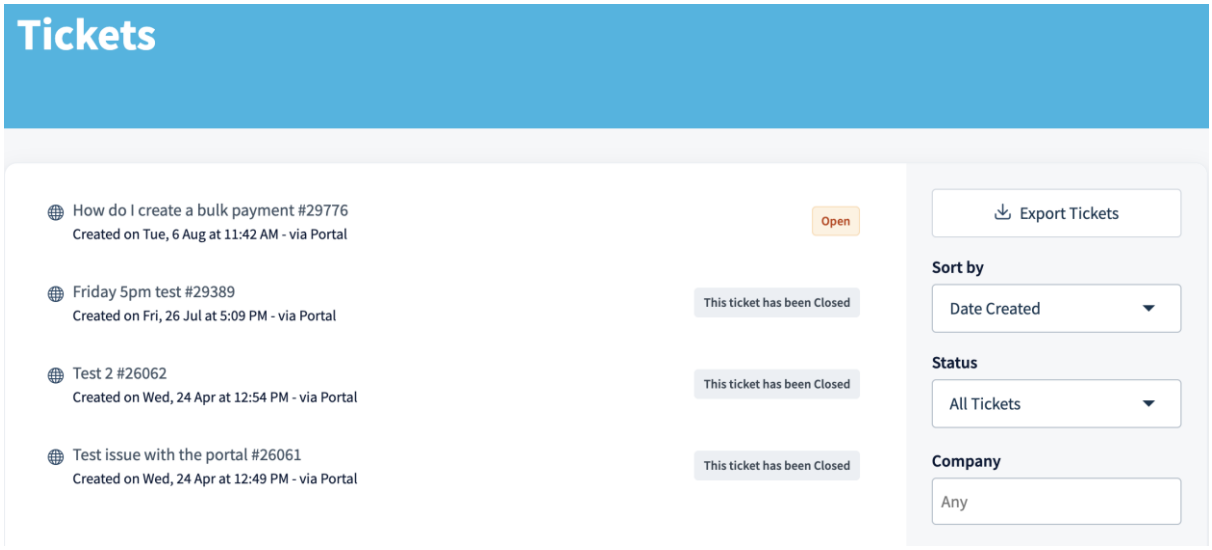
Submit a ticket

When you submit a ticket, you will be asked to describe the issue and attach screenshots/videos where appropriate to help us troubleshoot the issue.

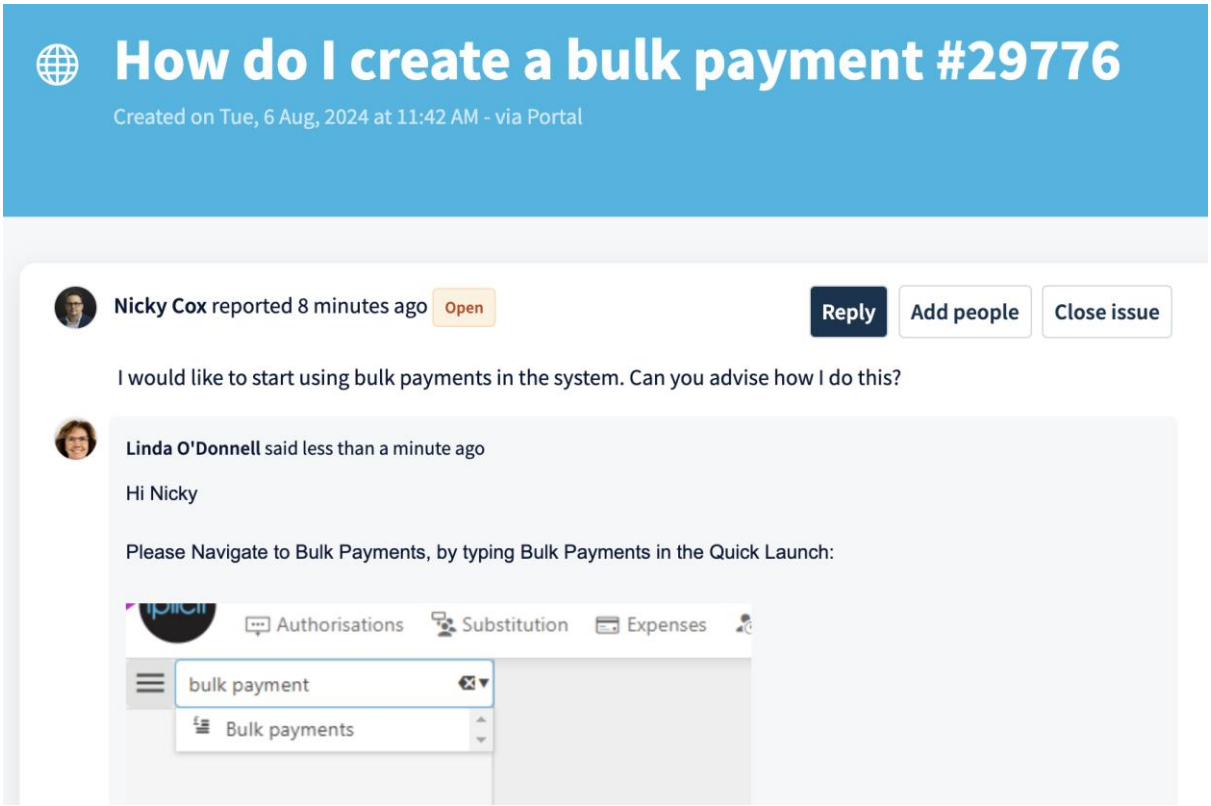
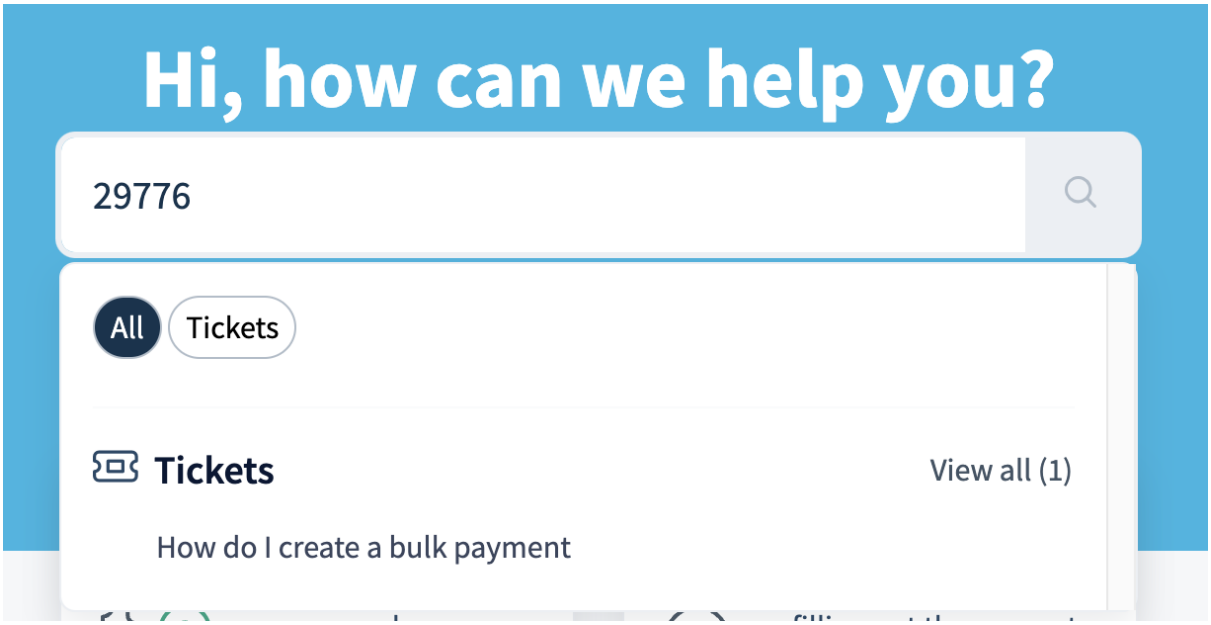


View your tickets

You can filter the list to find the needed tickets when viewing all your tickets. You will also see each ticket's status.



Ticket detail
You can click on a ticket and see the conversation history between you and the Support agent.



Search for a ticket
You can search for specific tickets or keywords.