Welcome to the new ramsac Client Portal!

We are delighted to announce that the ramsac Client Portal is now available for use within your organisation!

With the portal, you can:

Raise support tickets in relation to an IT issue you are experiencing.

View your own open and closed tickets.

Access help articles for key technologies such as Microsoft 365.

What does this mean for our support phone line and email address?

We recommend using the ramsac client portal instead of the old support email. Logging a ticket through the portal lets us start troubleshooting straight away, saving you time and reducing back-and-forth.

Need urgent help or can't access the portal? Our support phone line is always open for critical issues.

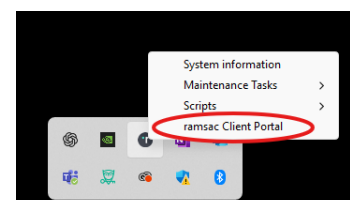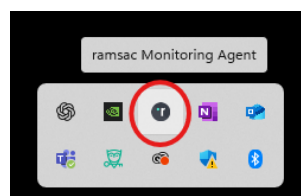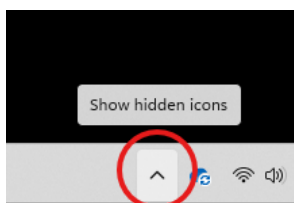## How to access the portal

The portal is easy to access either by...

1 Typing https://portal.ramsac.com/ into your browser and using your usual Microsoft 365 credentials.

2 You can also access the portal by right clicking the "r" ramsac icon in your system tray and choosing "ramsac Client Portal" from the menu that appears:
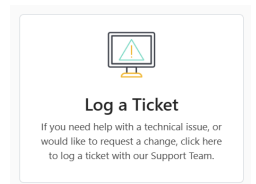
Getting started with the Portal

Here's your quick-start guide to using the portal's key features.

Log a support ticket

Need help or want to request something? Either click on the Log a Ticket tile or click Support on the portal menu, and select Log a Ticket, complete the form that best fits your issue – your request will go straight to our Support team.

> Click here to log a ticket <

Log a Ticket
If you need help with a technical issue, or would like to request a change, click here to log a ticket with our Support Team.

Track your tickets

Want to check the progress of a ticket? You can view updates, see which tickets are open or waiting, and respond if we're awaiting your input. Either click on the Ticket overview tile or click Support on the portal menu, and select Ticket overview.

> Click here to view open tickets <

> Click here to view tickets awaiting your reply <

Ticket Overview
Click here to check on the status of existing tickets.
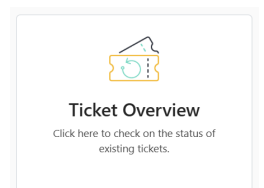
Review closed tickets

Need to look back at an old ticket to check notes or advice from the team? Check the Closed tab for your full ticket history. Either click on the Ticket overview tile and choose Closed or click Support on the portal menu, select Ticket overview and choose Closed.

> Click here to review closed tickets <

Ticket Overview
📂 Open 📁 Closed 📂 Waiting
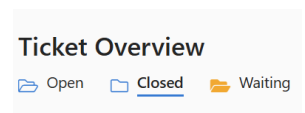
Explore help articles & guides

Need quick guidance? Our help library includes how-to articles and tips for popular apps like Outlook, Teams, and OneDrive. Click Company on the portal menu, and select Help Articles.

> Click here to explore help articles <

Company ^
Quick Links
Help Articles

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