Register your Support users

Your registered support users will get exclusive access to our support services and resources

Registering the main support account

All owners of Clock PMS accounts will receive an email with instructions how to activate their own registered support user accounts with our new Support portal. Upon confirmation, the owners of the Clock PMS account will automatically be registered as the main support users for their company.

Adding more registered support accounts

Once Clock PMS account owners activate their own support account for our Support portal, they will be able to submit new tickets with requests to activate accounts for the other Registered support users. If you have already activated your support account, you can use [this link](#) to submit a new ticket.

A registered user can request the registration of a new support user by submitting a ticket to the Support portal.

Removing registered support accounts

If you'd like to remove a registered support user, you will need to submit a ticket to our [Support portal](#) from the profile of the Main support user (being the owner of the Clock PMS account).

Who can be a registered support user?

Unauthorised or not properly trained users frequently submit tickets leading to miscoordination, unauthorised requests, security breaches, undesired billing, contradictory or potentially harmful advice and settings.

That's why, for the purpose of higher security and better coordination, we advise that you only grant access to our Support portal to the managers and/or advanced users familiar with your system's configuration and the requirements of your company's management. Still, there is no limitation to the number of registered users.

Please note that after 9th June 2017 only Registered support users will have access to our Support portal. Requests from unregistered (unauthorised) users will be rejected. Until then, you will still be able to submit tickets without a registered support account.

How to submit tickets or track their progress?

The new [Support portal](#) will become the exclusive access point to get support. After 9th June we will not register and handle any support tickets, not registered with our Support portal. Then this portal will completely replace all previously existing forms of communication, such as email, chat or assistance requests. Until then, you will still be able to submit tickets without a registered support account.

Once logged in to the Support portal using your registred support account, you will be able to submit a new ticket for a new issue or amend an already existing one adding new relevant information requested by us or you believe will help us resolve your issue.

You will also be able to check how many service credits we have billed you for the work done by us.

Have any further questions? Submit them [here](#).