How to Log In to the MSPbots Service Desk Client Portal

The Client Portal in the MSPbots Help Center is where MSPbots clients and users get assistance with any inquiry or technical issue. After logging in, they can submit and track requests in this portal.

What's on this page

- Why should I log in to the Client Portal?
- Applications and Permissions
- Logging in to the Client Portal
- Related Topics

Why should I log in to the Client Portal?

The MSPbots Client Portal gives you access to a comprehensive list of support options to help you submit clear and specific requests and, in return, ensure that you get the right response from our Support Team immediately. It is faster and more efficient than sending an email to support@mspbots.ai. You can manage your requests anytime on a single interface for viewing, replying, and updating.

Applications and Permissions

The Help Center does not have permission restrictions and is available for any user who wants to submit a support request to MSPbots. Existing MSPbots users and users without an MSPbots account should be able to access the page after signing up.

Logging in to the Client Portal

Follow this procedure to log in to the portal:

1. Go to the Client Portal.
2. Enter your username and password.

If you don't have an account with the Help Center, click **Sign-Up for an account**.
If you have forgotten your password, click **Forgot your password** to reset your current password.

3. Once logged in, you can start submitting a request or check for updates on your request.
   To view your requests, click the **Requests** button and select **My Requests**.
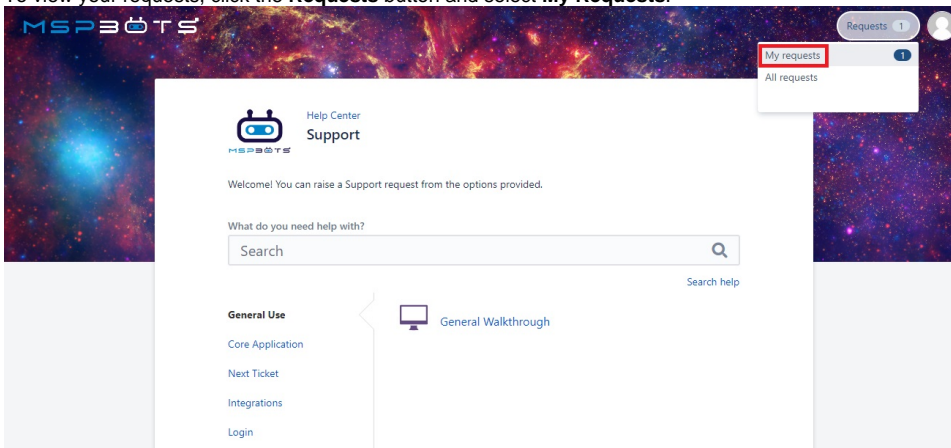
Check the **Status** column to see the status of your request, and click the ticket number under the **Reference** column to view your request's details.

Requests

Export ⌄

| Open requests ⌄ | Created by me ⌄ | Any request type ⌄ | Search for requests 🔍 |

Type	Reference	Summary	Service project	Status	Requester
🖥	HELP-11794	Please	Support	CANCELLED	

1-1 of 1

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Related Topics

- Unable to View or Download Attachments in the Help Center