

Rock Solid Client Ticket Portal How-To

Go to: <https://rocksolid.myportallogin.com/>

Click on Sign Up to create an account.

Rock Solid Computer Services

Ticket Portal

Fill in your account information. The email you use is the one associated with your ticketing profile.




Create a new account.

First Name


Last Name

Email

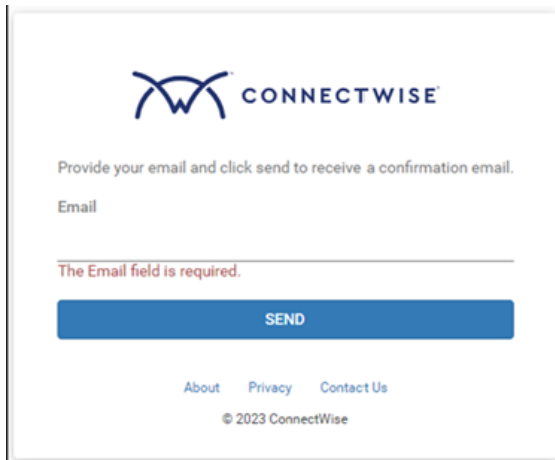
Password 

Confirm password

Country

I'm not a robot 
reCAPTCHA
[Privacy](#) - [Terms](#)

After that is filled in, you will be prompted to provide your email address to get a confirmation link:



CONNECTWISE

Provide your email and click send to receive a confirmation email.

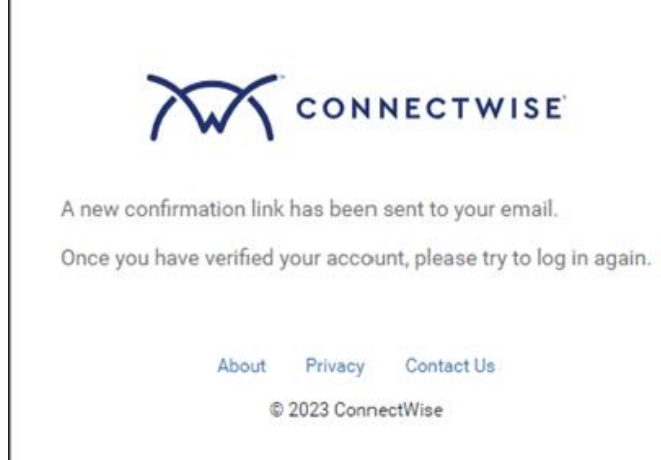
Email

The Email field is required.

SEND

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CONNECTWISE

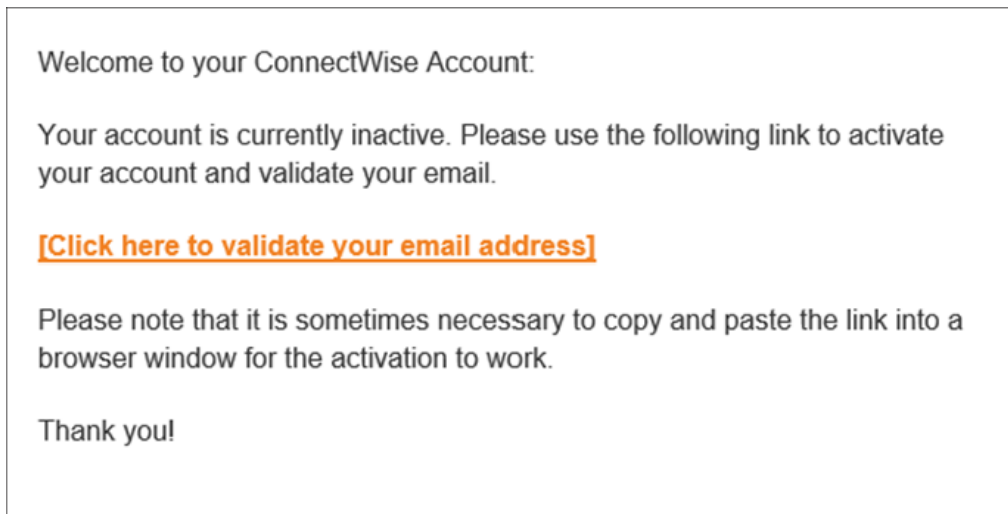
A new confirmation link has been sent to your email.

Once you have verified your account, please try to log in again.

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Click the link in your email. This will log you into the system.



Welcome to your ConnectWise Account:

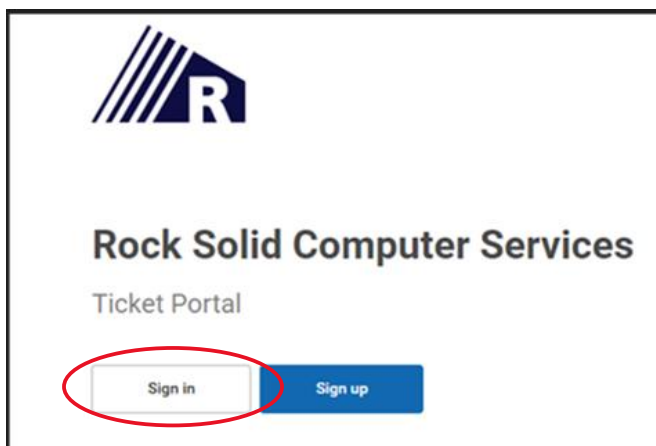
Your account is currently inactive. Please use the following link to activate your account and validate your email.


[\[Click here to validate your email address\]](#)

Please note that it is sometimes necessary to copy and paste the link into a browser window for the activation to work.

Thank you!

The next time you go to log in, you click the login button, enter your credentials and you will be sent an email with a verification code that will only last 15 minutes.

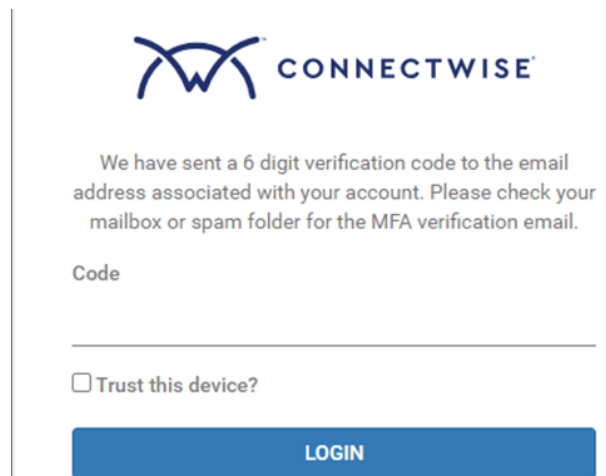




Rock Solid Computer Services

Ticket Portal

[Sign in](#) [Sign up](#)



CONNECTWISE

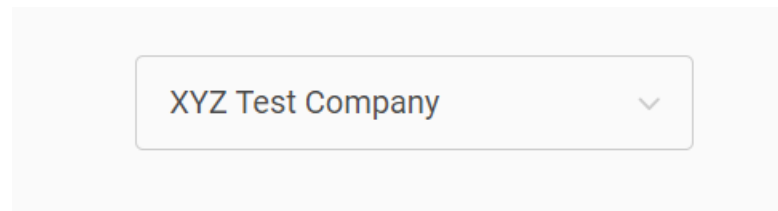
We have sent a 6 digit verification code to the email address associated with your account. Please check your mailbox or spam folder for the MFA verification email.

Code

Trust this device?

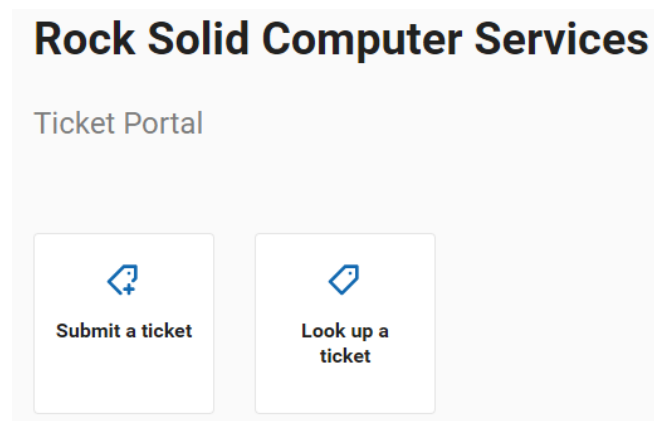
LOGIN

If your email is registered to more than one company, you will be prompted to verify which company you would like to log into. You can switch which company you'd like to view at any time in the drop-down menu on the top right.

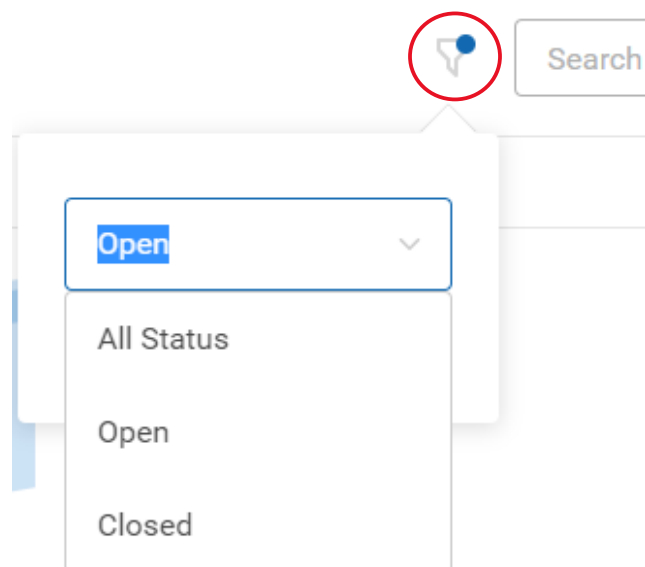


Viewing and Submitting Tickets

Once you're logged into the portal, you can submit a ticket or look up an existing ticket.



When looking up a ticket, if you would like to view both open and closed ticket, click on the symbol at the top right corner. There you can choose All Status, Open, or Closed.



When submitting a ticket, you will be prompted to select a Category and Service Type. We currently have one default option but will continue to add more as time passes. Please take the time to look through them and select the option that best reflects your issue.

Select a Category

Select a category to see the services it contains.

I.T. Issue - for me
1 Services

Fill out the form with the details of your request, then click “Next”

Fill in your preferred contact details, then click “Submit” to send to ticket to Rock Solid. You will receive an email confirmation with your ticket number.