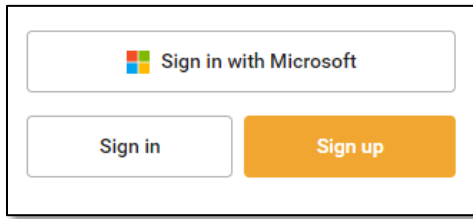


Tierney's Customer Portal

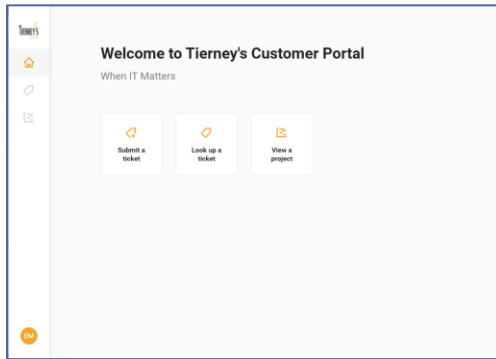
USER GUIDE

Log in to the Customer Portal

1. Navigate to [Portal \(myportallogin.co.uk\)](https://myportallogin.co.uk) from your computer or your mobile phone.
2. Click Sign In or Sign in with Microsoft to sign in to the portal.

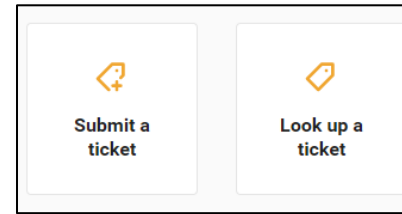


3. The Customer Portal Home page loads. Depending on your level of access, the page displays a variety of options.



Navigate the Customer Portal

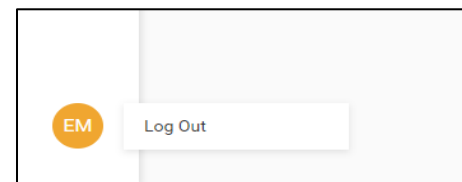
Service Tickets



- **Submit a ticket:** Click to create a new service ticket. After you select this option, you are presented with different ticket categories. Select the category of ticket you would like to submit for yourself or on behalf of a colleague.

- **Look Up a ticket:** Click to review all open and closed tickets in the Customer Portal. Search by ticket number or filter by ticket summary. If you are an admin or a ticket manager, you can see all the tickets for your company.
- The Customer Portal is monitored during **business hours** Monday to Friday 9am to 5.30pm (excludes Bank Holidays)

Log Out



- To log out, click on your initials in the bottom left-hand corner of the screen and select **Log Out**.

You can also call our helpdesk direct on (+353) (0)65 6828281 or email help@tierneys.ie