

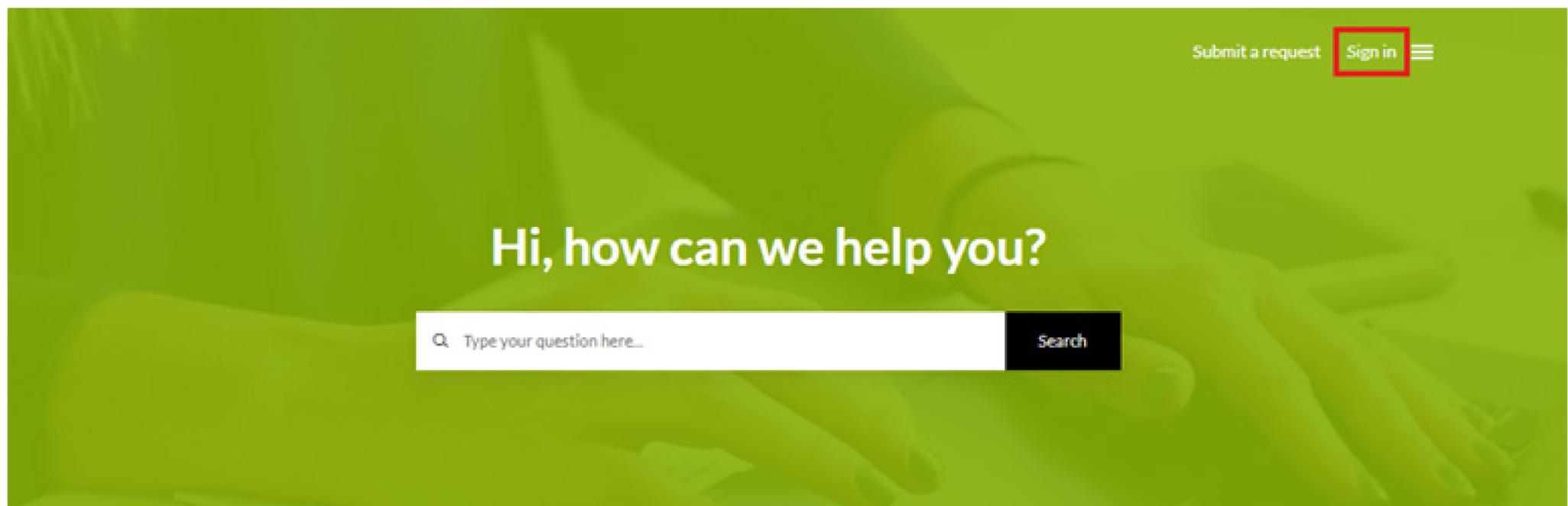


# Set Up Your Customer Portal!

---

Our client help desk includes a customer portal and request inbox that allows our partners and clients to review and update their support tickets. You can use the portal to communicate with our team as we work on your support requests, or you can always respond to ticket updates from your email address if that's easier for you!

- Navigate to <https://support.dominionpayroll.com/>
- To gain access, click **Sign In** in the upper right corner to either set up or log into your customer portal.





# Set Up Your Customer Portal!

- Choose from these sign-in options:
  - **Get A Password:** For existing users who have previously communicated with a Dominion Payroll representative by email but need to create a portal password
  - **Sign Up:** For first-time users who haven't created an account and have NOT YET had email contact with any Dominion Payroll representative
  - **Sign In:** For users with established accounts and passwords. Google and Microsoft account authentication is also available if you've linked these services

Sign in to Dominion Payroll

[Switch to agent sign-in >](#)

 Sign in with Google

 Sign in with Microsoft

Email

Password

[Forgot password?](#)

**Sign in**

Emailed us for support? [Get a password](#)

New to Dominion Payroll? [Sign up](#)



# Set Up Your Customer Portal!

- Clicking on your name in the top right corner opens a brief menu of options.
  - **Requests** will bring up this page that shows your requests along with the status of each one.
- You can submit a request ticket through your email or through the Support Widget on the bottom right of the screen.
- In the middle of the screen, you can choose either to view tickets you have requested, under **My Requests**, or tickets you are CC'd on, under **Requests I'm CC'd on**.
  - For multi-contact clients: if you have been given permission to view tickets for your entire org, the option to view **Organization Ticket** will appear here as well. Please notify your Implementation Representative if this scenario applies to you.
- You can search within your requests and filter by status: **open**, **awaiting your reply**, and **solved**. You can also click on a ticket to make an update and/or create a follow-up ticket if you need further assistance with a ticket that is already closed.

Requests Contributions Following

Kaitlyn Siedlarczyk

Requests  
Activities  
Sign out

### My requests

My requests Requests I'm CC'd on

Search requests

Status: Any

| Subject                                  | Id       | Created      | Last activity | Status |
|--|----------|--------------|---------------|--------|
| <a href="#">Help Center Question</a>     | #1501884 | 6 months ago | 6 months ago  | solved |
| <a href="#">Smartsheet Assistance</a>    | #1289510 | 1 year ago   | 1 year ago    | solved |
| <a href="#">GL Request</a>               | #1289647 | 1 year ago   | 1 year ago    | solved |
| <a href="#">Microphone Access Locked</a> | #1266828 | 1 year ago   | 1 year ago    | solved |
| <a href="#">New mouse?</a>               | #1252743 | 1 year ago   | 1 year ago    | solved |
| <a href="#">Camera Issue</a>             | #1251290 | 1 year ago   | 1 year ago    | solved |