Customer Portal Registration Instructions
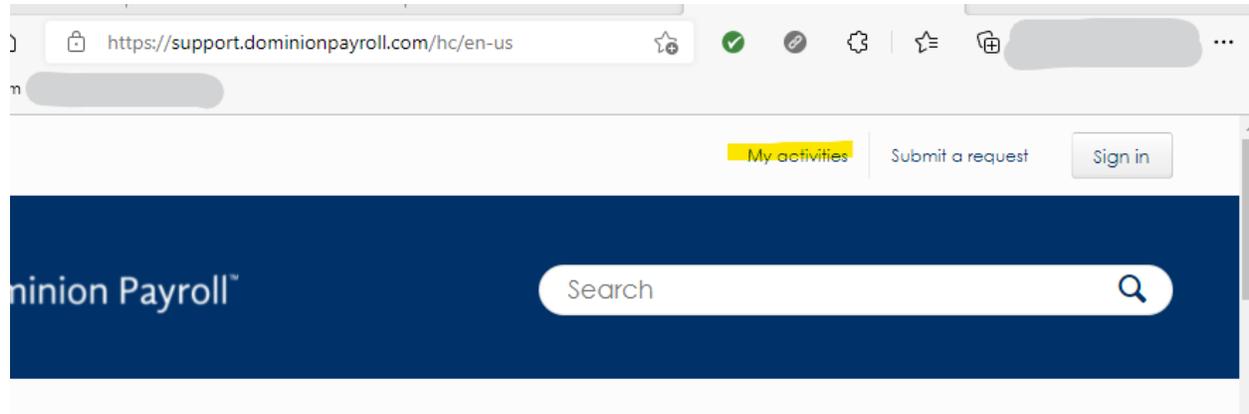
Our client help desk includes a "Customer Portal" feature that allows our partners and clients to view and update their support tickets. To set the feature up, follow these steps:

1. Go to https://support.dominionpayroll.com/
2. Click the "My activities" link at the upper right part of the page.

3. To register, you can use sign in with Google or Office 365 or click the "Get a password" link next to "Have you emailed us?" at the bottom left of the pop-up. Your customer portal sign-in email will be the email address we used to contact you on your Welcome email.
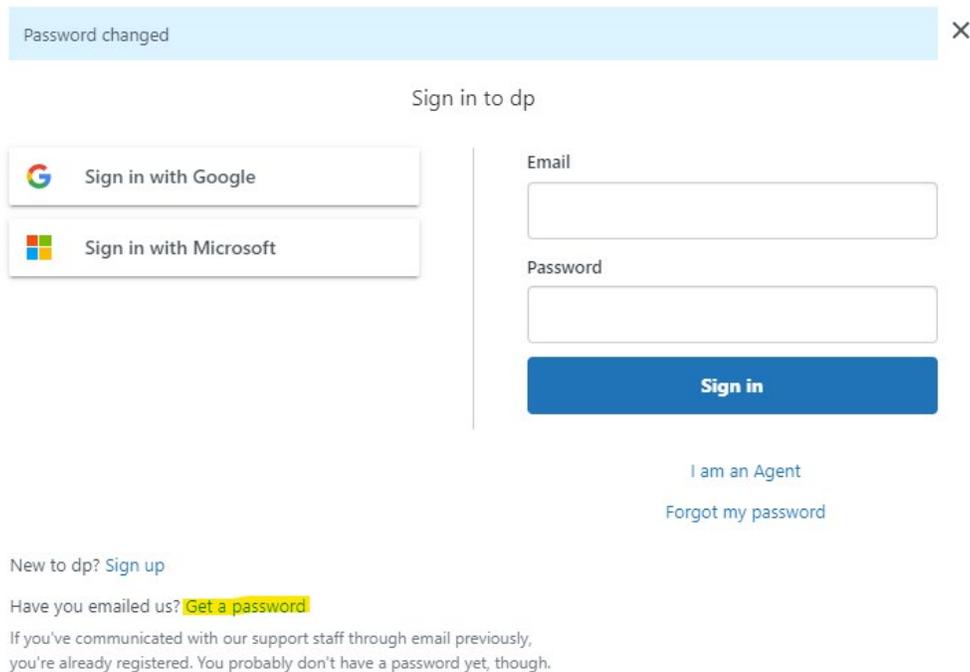
4. Once you've gotten a sign-in method set, you will be able to sign-in to the Customer Portal.

Notes:

- "My Activities" will bring up this page that shows your requests along with the status of each one.
- "Submit a request" will open a ticket form.
- Clicking on your name in the top right corner opens a brief menu of options.
- Clicking the "Support" widget (green) at the bottom right will open a widget that searches our knowledge base for articles and offers a "Contact Us" button.
- In the middle of the screen, you can choose either to view tickets you have requested or tickets you are CC'd on.
- For multi-contact clients: if you have been given permissions to view tickets for your entire org, the option to view "Organization Ticket" will appear here as well. *Please notify your Implementation Rep if this scenario applies to you.*
- You can search within your requests and filter by status. 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.

My activities | Submit a request | Tech Test User ▼

Dominion Payroll™

Search 🔍

My activities

Requests   Contributions   Following

My requests   Requests I'm CC'd on   Organization requests

Search requests   Status: Any ▼

Id	Subject	Last activity	Status
791438	Outgoing call: 174 [Hannah Moore] -> 757-645-5091 [Tech Test User]	3 days ago	Solved
791454	Outgoing call: 708 [Heather Oxnam] -> 757-645-5091 [Tech Test User]	3 days ago	Solved
791483	Outgoing call: 162 [Alex Kowalski] -> 757-645-5091 [Tech Test User]	3 days ago	S...

⑦ Support