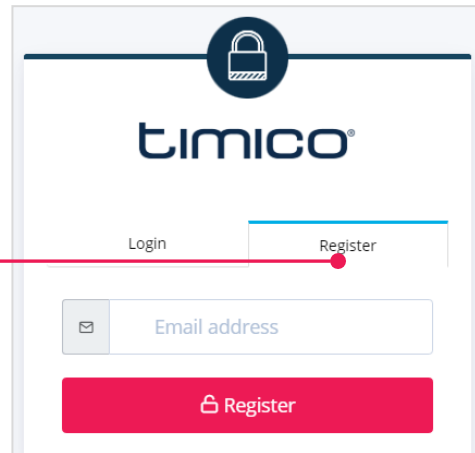


ServiceHub Registration Guide

Visit the login page at
<https://portal.timico.com/>

Click on the register tab.



timico®

Login Register

Email address

Register

Type in the email address you would like to register, and then **click on the register button.**



timico®

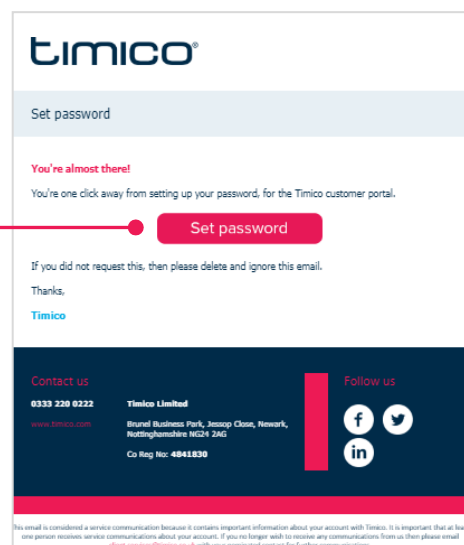
Login Register

example@timico.co.uk

Register

You will then receive an email from Timico asking you to set up a password.

Click on set password.



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Set password

You're almost there!

You're one click away from setting up your password, for the Timico customer portal.

[Set password](#)

If you did not request this, then please delete and ignore this email.

Thanks,
Timico

Contact us
0333 220 0222
www.timico.com

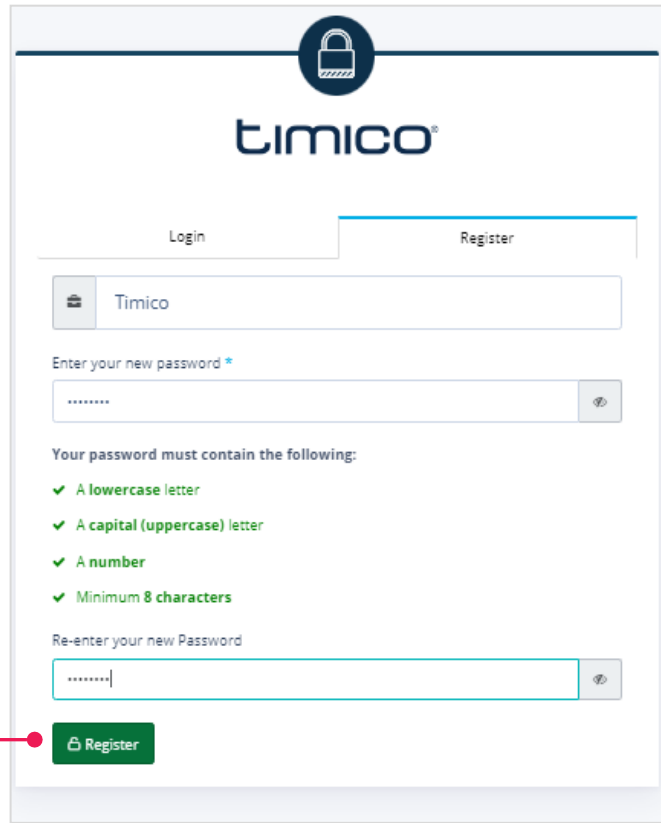
Timico Limited
Blunel Business Park, Jessop Close, Newark,
Nottinghamshire NG24 2JG
Co Reg No: 4841830

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This email is considered a service communication because it contains important information about your account with Timico. It is important that at least one person receives service communications about your account. If you're no longer wish to receive any communications from us then please email don.watson@timico.co.uk with your nominated contact for further communications.

Type in your company name and choose a password that meets the password requirement on screen.

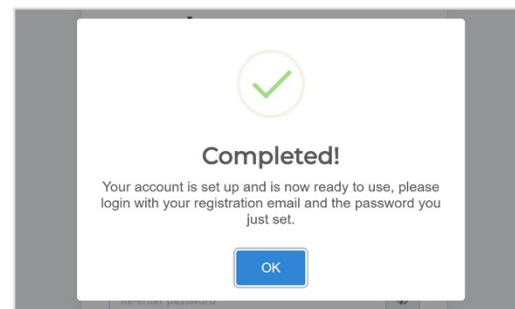
Click register.



The screenshot shows the Timico registration interface. At the top, there is a lock icon and the Timico logo. Below the logo, there are two tabs: "Login" and "Register". The "Register" tab is active. The form contains the following elements:

- A text input field with a company icon and the text "Timico".
- A text input field labeled "Enter your new password *" with a password strength indicator icon.
- A list of password requirements, each with a green checkmark:
 - A lowercase letter
 - A capital (uppercase) letter
 - A number
 - Minimum 8 characters
- A text input field labeled "Re-enter your new Password" with a password strength indicator icon.
- A green "Register" button with a lock icon.

Once successfully registered you will get an email to confirm and see the following message.



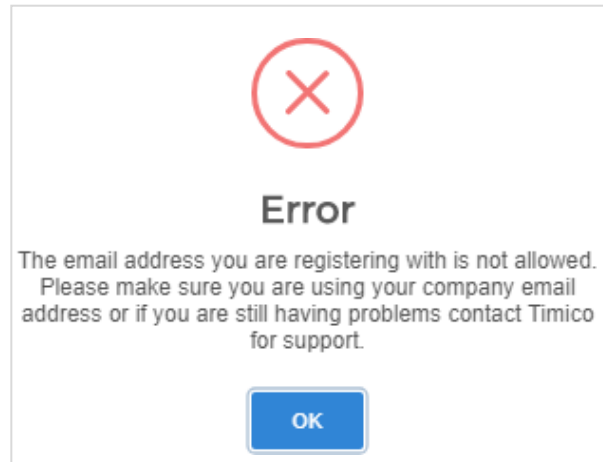
You will now be registered and be able to login.



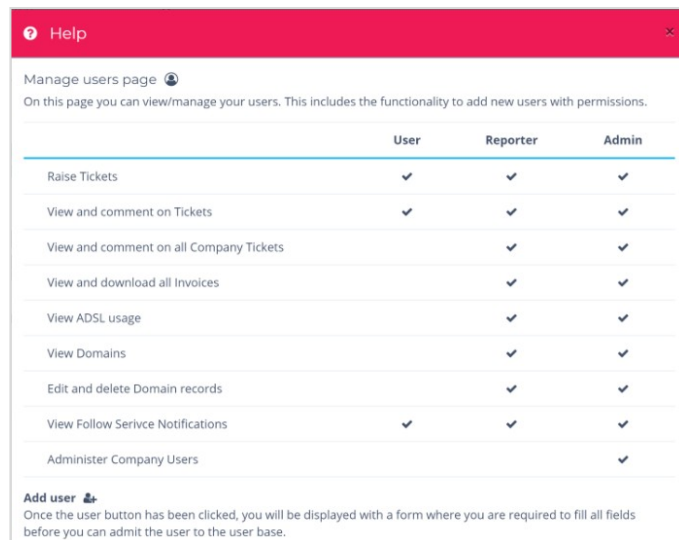
The screenshot shows the Timico login interface. At the top, there is a lock icon and the Timico logo. Below the logo, there are two tabs: "Login" and "Register". The "Login" tab is active. The form contains the following elements:

- A text input field with a company icon and the text "example@timico.co.uk".
- A text input field with a password strength indicator icon.
- A red "Login" button with a lock icon.
- A link labeled "Forgot Password?" below the login button.

If we cannot identify you the following message will show, and you can contact us to get some help here <https://www.timico.com/contact-us/>



By default, once registered you will be activated as a user with these privileges.



A screenshot of a help dialog titled "Help" with a close button. The content is titled "Manage users page" and includes a sub-header "On this page you can view/manage your users. This includes the functionality to add new users with permissions." Below this is a table with three columns: "User", "Reporter", and "Admin". The table lists various permissions with checkmarks indicating which roles have them. At the bottom, there is an "Add user" section with a sub-header and a brief description.

	User	Reporter	Admin
Raise Tickets	✓	✓	✓
View and comment on Tickets	✓	✓	✓
View and comment on all Company Tickets		✓	✓
View and download all Invoices		✓	✓
View ADSL usage		✓	✓
View Domains		✓	✓
Edit and delete Domain records		✓	✓
View Follow Service Notifications	✓	✓	✓
Administer Company Users			✓

Add user
Once the user button has been clicked, you will be displayed with a form where you are required to fill all fields before you can admit the user to the user base.

Your administrator can upgrade your privileges to reporter or admin, or you can call in to our support team to upgrade your status <https://www.timico.com/contact-us/>