

# The brand new Ticketing System and Customer Portal are here!

Dear Valued Customer,

As a follow up email to our February 7th communication on our News Post, we have completed the migration to the new [Blanco Support Portal and Ticketing System](#). For your convenience all URLs and processes remain the same.

This change is the first step to more effectively assist your organization when you need support. The migration gives us the flexibility to add more support content, respond more efficiently to support requests, and increase our reporting capabilities to bring you better solutions.

## **What should you do next?**

Please register and login to the Ticketing System by following the [Blanco Technical Support Quick Start Guide](#). This will allow you access to create and manage your support incidents moving forward.

**If you encounter an error message “*An account already exists for this email*” during the registration process, you will receive the Ticketing System invitation on Monday, including your user name and password.**

We have spent a great amount of time planning and testing this migration. However, if you experience any interruptions in service, please report this to us at [support@blanco.com](mailto:support@blanco.com). Thank you again and we look forward to working with you in the years ahead!

Best Regards,  
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