Accessing the Customer Portal

pim Customer Portal

To maximize the user experience, pim uses ConnectWise, a comprehensive online business management platform with a simple user-interface to help our clients increase productivity, efficiency, and profitability. It provides clear lines of communication, error-proof ticketing, and powerful documentation that allows information to flow easily between people, departments, and our customers.

ConnectWise platform integration helps streamline our communications to provide better technology support.

Within the ConnectWise portal, you will be able to:

- Create new support tickets
- Submit, review, manage and update existing tickets
- Assign security levels for employee access to all open tickets
- View contract and purchase agreements, invoices and reports

Below are a few simple pointers to make using the Customer Portal easy and convenient.

Customer Portal Login:

ConnectWise is a convenient, easy-to-use ticketing system with access to account details, invoices and agreements. The ticketing portal is found on the pim website (far right side of the menu bar). There you will find a Client Login button. By clicking on this button, you will be taken to the ConnectWise Login page where you can enter your email address and password to access the ticketing system.

We encourage you to bookmark the pim website or create a shortcut to it on your desktop.

How to use the pim Customer Portal

Download and save these instructions to your desktop for reference.

Customer Welcome Guide

NOTE: pim will provide you with a temporary password to log in to the Customer Portal. After logging in, click on the Account Tab to change your temporary password to one you will remember.
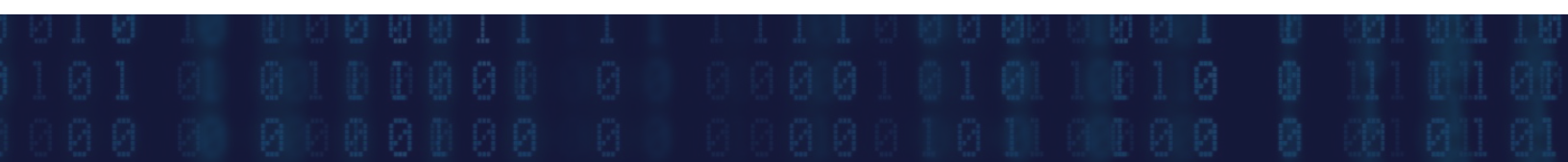
Navigating the Customer Portal

In the Customer Portal, depending on your permission level, you can:

- Submit Tickets
- View Tickets
- View Invoices
- Update Company Contacts and Permissions
- Make Payments

As you move through the portal, you will be able to edit your account details, including users and their security levels, submit, search and monitor service request tickets, view invoices and make online payments. The pim Customer Portal provides you with everything you need to know about your account with convenient desktop shortcut access! If at any time you need assistance, please enter a ticket or call our Support Center at 804-897-8347 and select option 2.