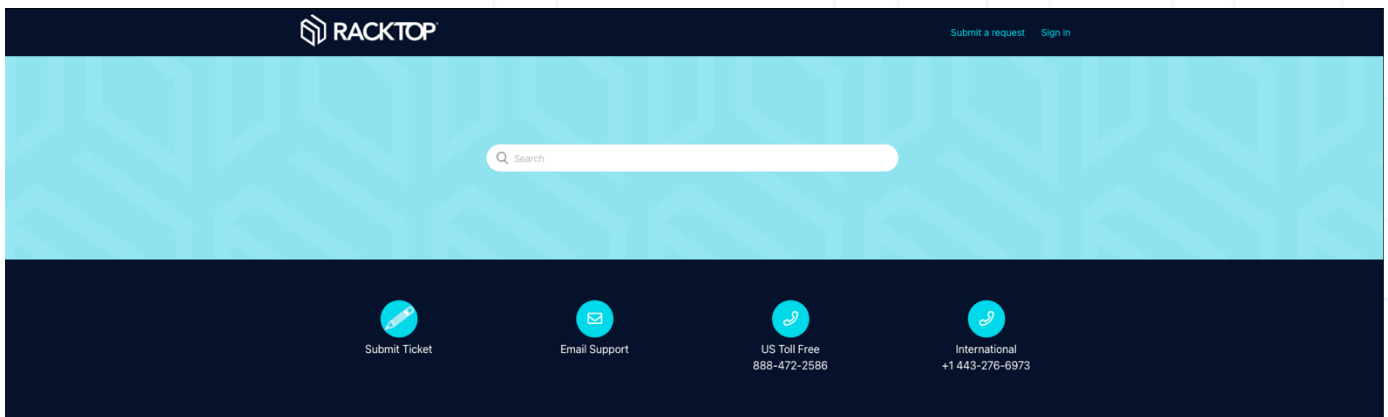


# Support and System Information Guide

- ◻ MyRackTop Portal: <https://myracktop.com>
  - **Request access** – contact support
  - **First time log in** – select
    - Customer Number
    - License Information
      - License Number
      - Capacity
      - Expiration
    - System Information
      - Appliance Number
      - Cluster Information
    - User Guides
    - Latest Release Downloads and Release Notes
  
- ◻ RackTop Support: <https://support.racktopsystems.com/hc/en-us>
  - KB articles
  - User Guides
  - SLA Guidelines
  - Open a Ticket
  - Ticket Support Portal
    - Select **“Sign In”** from the upper right hand corne



- **Registered User** - Sign in if you have already registered to view your organizations currently open and previously solved tickets and open new tickets.
- **New to RackTop Systems** – select **“Sign up”**
  - Enter your Full Name
  - Enter your Email where you would also like to receive notifications
  - Select **“Sign up”**

Sign in to RackTop Systems

Email

Password

[Sign in](#)

[I am an Agent](#)

[Forgot password?](#)

New to RackTop Systems? [Sign up](#)

Have you emailed us? [Get a password](#)

If you've communicated with our support staff through email previously, you're already registered. You probably don't have a password yet, though.

- **Validate your Email**

**Check your email**

You'll receive a link to set a new password for your account. If you don't find the email in your inbox, check your spam folder.

[Close](#)

- Once logged in you should see your organizations currently open and previously solved tickets and open new tickets.