

# Access & Use

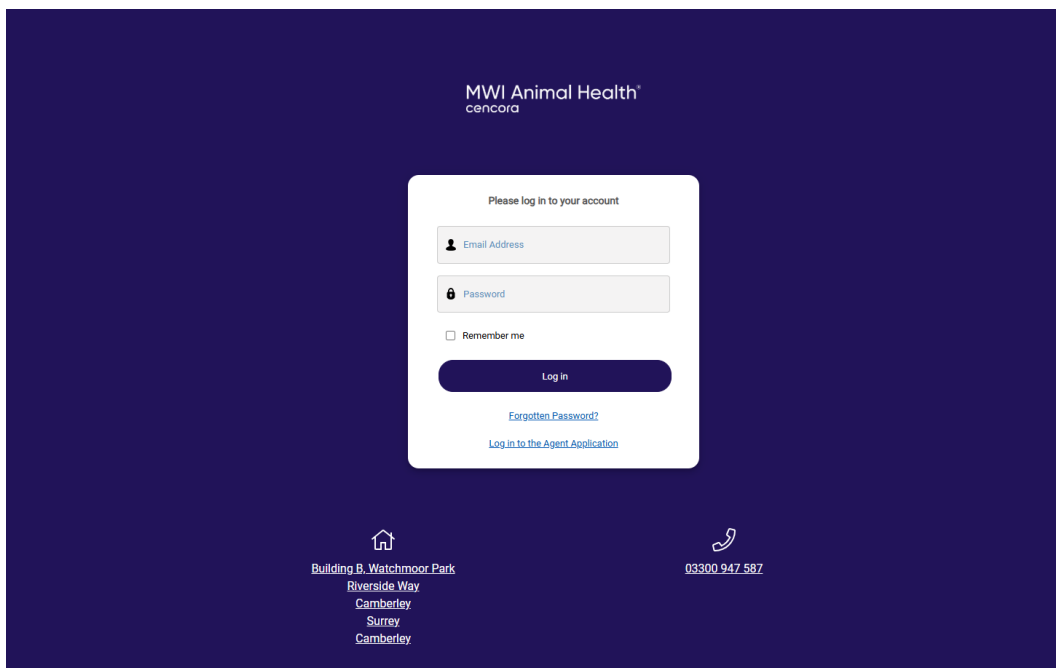
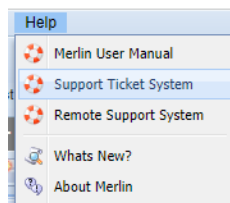
16/04/2025 2:01 pm BST

## Summary

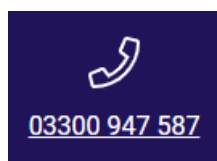
Merlin users are able to access our ticketing support portal to raise customer queries, report incidents and request additional services to name a few.

## Details

To access the support portal, you can either click [this link](#), as well as selecting 'Support Ticket System' from the Help bar within Merlin.



As a user, you will be prompted to log in to your account. If you need to ring directly please use the below number:



## Using the Support Portal

Your browser does not support HTML5 video.