

How can clients ensure they can access the support portal?

Updated Jul 22, 2021

As of July 12, 2021, this "Learn Veracross" site has been deprecated. It will remain live at least through October 1, 2021, but will no longer be updated. Q&A articles are only visible to authenticated users in the Veracross Community; please speak with your implementation or account manager for additional information.

Note: This applies to our Freshdesk-based support portal, not Axiom or portals. If one of your school's users is having trouble accessing the client/support portal (usually when they are trying to submit a ticket), check the following:

1. They need either the SysAdmin_1 or Client_Portal_User security role in Axiom.
 2. Ensure that they are logging into the support portal with their Axiom credentials.
 3. Ensure that they are using a URL with the correct lower case school short name.
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