



2026 Portal How to Guide



Primary method of opening tickets through the AnatomyIT Client Portal

First Login / Account Setup

The following process will link your existing contact information and tickets from our support system:

1. Navigate to <https://support.anatomyit.com> and click “Sign Up”.



AnatomyIT Client Support Portal

Ticket Support

2. Enter your company email address.
(Use the email that AnatomyIT has on file to properly link your account & tickets)

The logo for ConnectWise, featuring a stylized 'W' icon and the word "CONNECTWISE" in dark blue.

Create a new account.

First Name

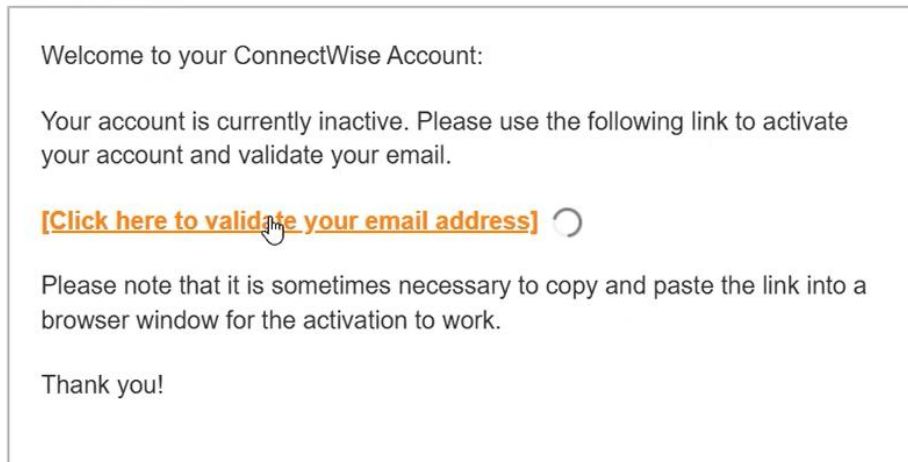
Last Name

Email

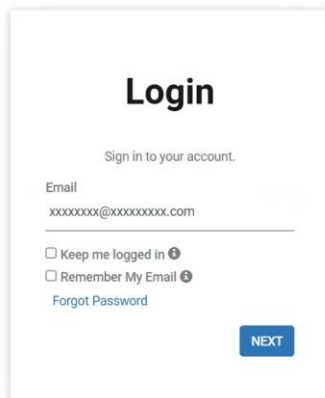
Password

3. After completing the previous step and clicking the “Sign Up” button on that page, an email will be delivered to "Activate Your Account".

(Please wait for this Activation email before attempting to log in)



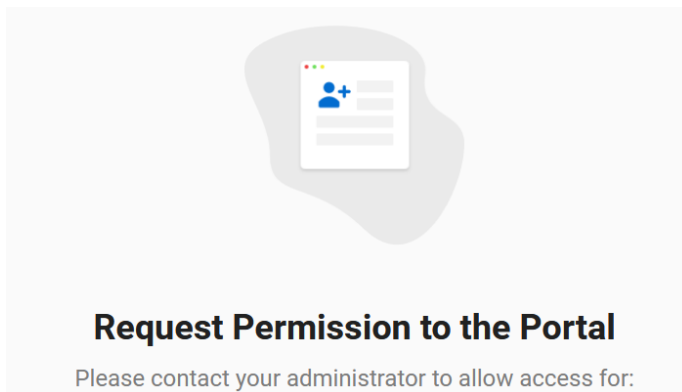
4. Once Activated from the email, you may Sign in using the same Email and Password supplied in the previous step @ <https://support.anatomyit.com>
Future logins will confirm your credentials by emailing a onetime use code



Account Setup Troubleshooting

If the email you used during the Sign Up process does not match what we have on file (on past or existing tickets – Example: an email alias), it will return a message: "Request Permission to the Portal".

If this occurs you will need to reach out to support via email: support@anatomyit.com and have the contact information verified.



Ticket Creation

1. To enter a new ticket using the portal, click the “Submit New Ticket” button found in the top right of the screen.

AnatomyIT Client Support Portal

Ticket Support

Submit New Ticket

2. Select the category most relevant to your case.

[Home Page](#) / [Categories](#)

Select a Category

Select a category to see the services it contains.

Incident (Issue) 1 Services	Change Request 1 Services	General Question 1 Services
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3. After selecting the category confirm your selection.

[Home Page](#) / [Categories](#) / [Change Request](#)

Create a new ticket

What kind of issue are you having?

Open a Service Request

4. Confirm your contact, preferred time(s) and any additional contacts/emails to be included.

[Home Page](#) / [Categories](#) / [Change Request](#) / [Open a Service Request](#)

Step 1 of 2

Contact Information

Best Contact Phone Number *

(123) 456-7890

Please Select All Times That May Work For You

☐ Morning

☒ Late Morning

☒ Early Afternoon

☐ Later Afternoon

Additional Contact (CC) - Email Address ⓘ

If Required

Next

5. For ticket information, please provide as much information as available, including any attachments, screenshots and if available any Asset/Computer Name to aid in the planning and resolution of your request.

[Home Page](#) / [Categories](#) / [Change Request](#) / [Open a Service Request](#)

Step 2 of 2

Ticket Information

Request Impact *

Major Impact (Multiple Users or Teams) ▼

Ticket Lookup & Navigation

1. From the Home Page you're able to view any recently open tickets.

Essential Items To Review

Tickets

Tickets Overview

2

● **Open Tickets**

↑ 1 ticket added today

● **Closed Tickets** 19

Open Tickets (2) ⓘ Newest To Oldest ▾

Here are the tickets. For more information, click [Look Up A Ticket](#).

- # 948083 **New Laptop Setup Question**
May 6, 2026 9:47 AM
- # 875768 **Your Ticket Summary Here**
Jan 23, 2026 5:36 PM

2. Clicking on any of the tickets or by navigating to the “Lookup a Ticket” link will open an overview with notes

Open Tickets (2) ⓘ Newest To Oldest ▾ [Look up a ticket >](#)

Here are the tickets. For more information, click [Look Up A Ticket](#).

- # 948083 **New Laptop Setup Question**
May 6, 2026 9:47 AM
● New
Priority 3 - Medium
- # 875768 **Your Ticket Summary Here**
Jan 23, 2026 5:36 PM
● Waiting
Priority 3 - Medium

[Home Page](#) / [Look up a ticket](#)

Tickets

Tile layout view ☒

[Create Ticket](#)

TICKET #	SUMMARY	STATUS	TECHNICIAN	CONTACT
#875768	Example Ticket	● In Progress	Anatomy Support	Jan 23, 2026 5:36 PM Test User

Example of the ticket review panel. Any notes will be included below the Additional info comment box.

< Ticket #875768 >

Example Ticket

Submitted 5:36 PM - Jan 23, 2026

Type: Request

Item: ConnectWise PSA (Manage)

Contact [Test User](#)

Site: Main

Status: [In Progress](#)

Subtype: Application Services

Priority: Priority 3 - Medium

Technician: Anatomy Support

Additional info (Optional)

Write a message



Send