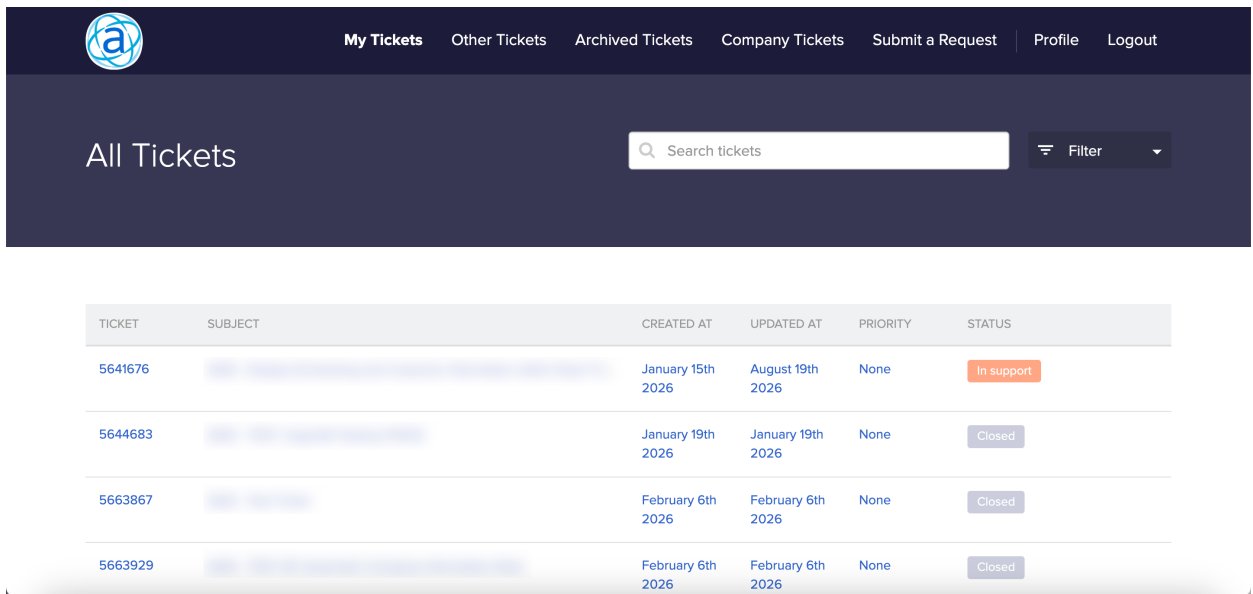


Accessing Your Customer Portal for aACE Support

Last Modified on 10/21/2026 9:15 pm EDT

This guide explains accessing your Customer Portal for aACE support tickets. It is intended for system administrators.

System administrators can submit aACE support tickets to support@aacessoft.com. When an aACE Support team member responds to your support ticket, it appears in your email inbox as an email. However, you can also view your support tickets using the Customer Portal.



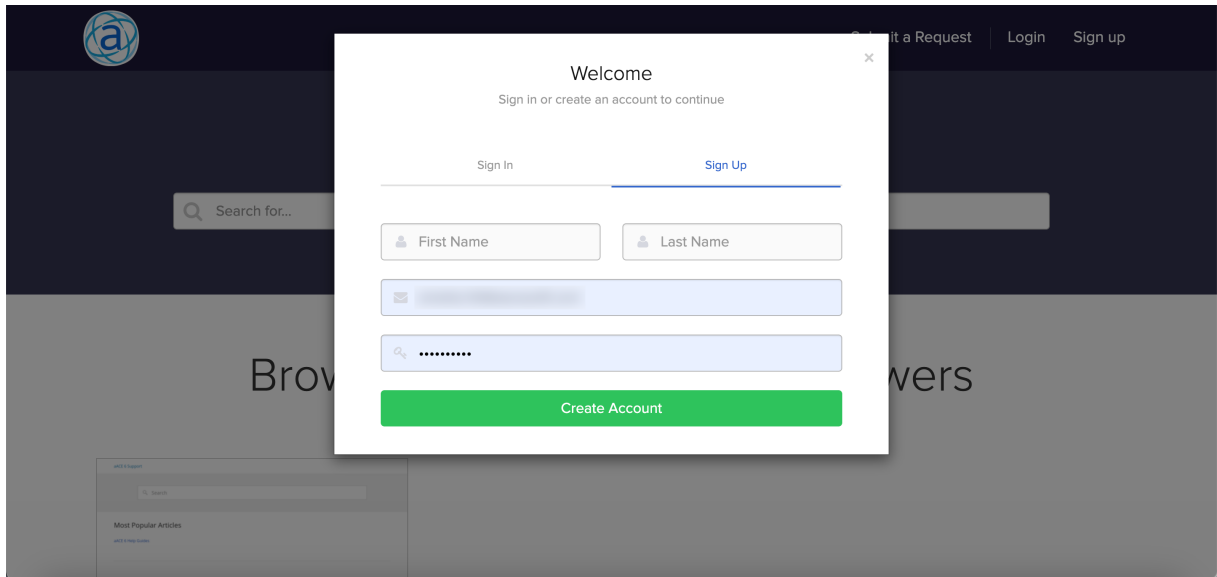
The screenshot displays the aACE Customer Portal interface. At the top, there is a navigation bar with the aACE logo and links for 'My Tickets', 'Other Tickets', 'Archived Tickets', 'Company Tickets', 'Submit a Request', 'Profile', and 'Logout'. Below the navigation bar, the main section is titled 'All Tickets'. It features a search bar labeled 'Search tickets' and a 'Filter' dropdown menu. Below the search bar, there is a table listing support tickets. The table has columns for 'TICKET', 'SUBJECT', 'CREATED AT', 'UPDATED AT', 'PRIORITY', and 'STATUS'.

TICKET	SUBJECT	CREATED AT	UPDATED AT	PRIORITY	STATUS
5641676	[REDACTED]	January 15th 2026	August 19th 2026	None	In support
5644683	[REDACTED]	January 19th 2026	January 19th 2026	None	Closed
5663867	[REDACTED]	February 6th 2026	February 6th 2026	None	Closed
5663929	[REDACTED]	February 6th 2026	February 6th 2026	None	Closed

Creating a New Account

If you have not submitted a support ticket to support@aacessoft.com, you must create a new account:

1. In a web browser, go to the [aACE Customer Portal](https://aacessoft.teamwork.com/support) (<https://aacessoft.teamwork.com/support>).
2. Select **Sign up**.
3. Enter your first name, last name, email, and password.

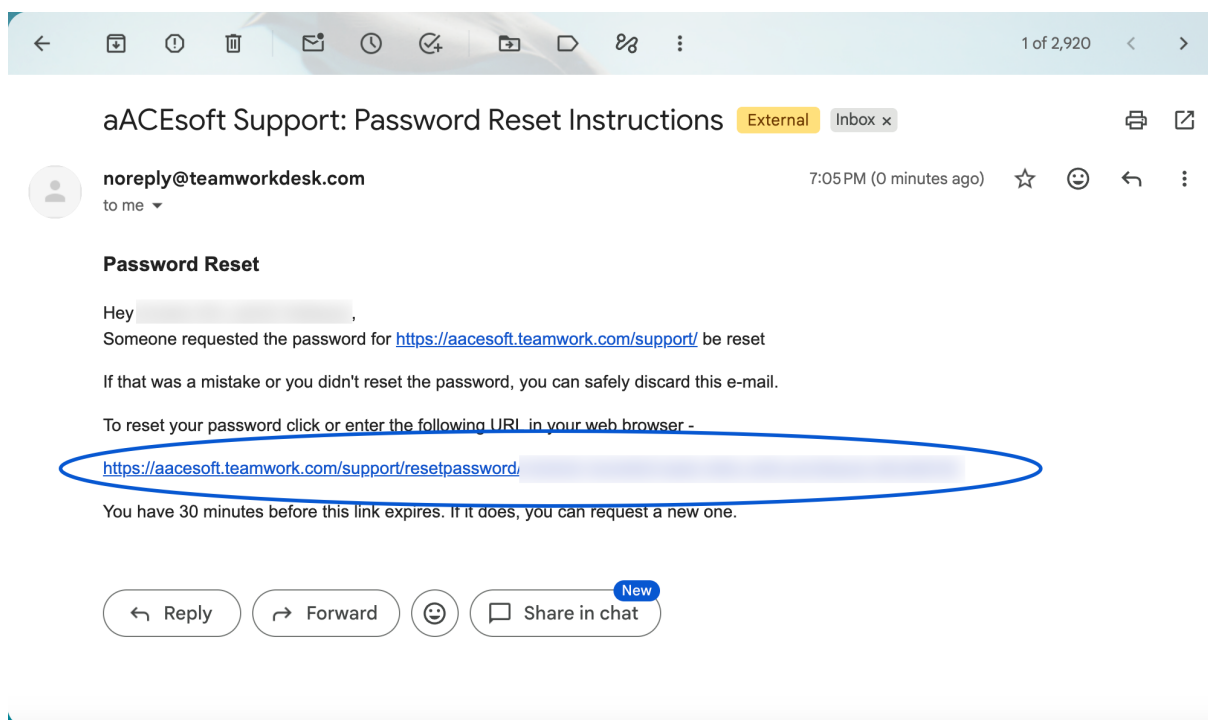


4. Select **Create Account**.

Signing in to Your Account

If you have previously submitted a support ticket to support@acesoft.com but have not accessed your account:

1. In a web browser, go to the [aACE Customer Portal](https://acesoft.teamwork.com/support) (<https://acesoft.teamwork.com/support>).
2. Select **Sign up**.
3. Select **Forgot your password?**.
4. Enter your email address, then select **Send Reset Instructions**.
5. In your email inbox, open the email from Teamwork Desk and select the password reset link.



6. Enter your new password, then select **Change Password**.