

Customer Portal

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Overview

What is the GrintOps Customer Portal?

The GrintOps Customer Portal (portal.grintops.com) is your central hub to:

- View & manage active services
- Download reports
- Handle subscription and billing
- Submit support requests

Who Should Use This Portal?

- Primary contacts in your organization
- IT Managers, Security Officers, DevOps leads
- Team members with permission (Pro & Enterprise tiers)

Logging In & Managing Your Account

How to Log In

1. Go to <https://portal.grintops.com>
2. Enter your registered email
3. Complete login with password or SSO

Managing Your Account

- Update profile (name, email)
- Change password
- Enable two-factor authentication (2FA)

Security Tip

Use your corporate email and enable 2FA to prevent unauthorized access.

Viewing Active Services & Orders

Viewing Active Services

- From the dashboard, navigate to **Services**
- See status (Active/Expired), plan tier, and next billing date

Viewing Service Orders

- Go to **Orders**
- Filter by date or service type
- Download previous order details

Service ID Reference

Every service has a unique ID (e.g., #SA25410010) used for reports & billing.

Accessing Reports & Deliverables

Where to Find Reports

- Go to **Reports** in the sidebar
- Select a service to view its deliverables
- Filter by date, type (Pentest, VA, TestOps, etc.)

Report Format

- PDF: Executive summary
- JSON: Machine-readable result (optional)
- HTML: Interactive viewer (for Pro & Enterprise)

Retention Policy

Reports are available:

- Up to 6 months for active services
- 30 days post-expiry

Submitting Support Requests

How to Contact Support

- Go to **Support** → **Create Ticket**
- Select the service or general inquiry
- Attach files (log, screenshot, etc.)

Ticket Tracking

- Each ticket has a unique reference ID
- You'll receive email updates for each reply

Response Time SLA

- Starter: 48h
- Pro: 24h
- Enterprise: <12h

Managing Team Access

Who Can Invite Team Members?

- Only Admin users (Pro & Enterprise tiers)

How to Add Team Member

1. Go to **Team Access**
2. Click **Invite User**
3. Assign role: Admin / Viewer / Billing Only

Best Practice

- Regularly review user access
- Remove ex-employees to maintain portal security