



CLIENT PORTAL QUICK START GUIDE

Manage your services, billing, and support all in one place.



Web Portal

<https://ca.netracom.au>



Support

support@netracom.au



Website

<https://netracom.au>



Need Help?

Our team is here to help you succeed.

1. GETTING STARTED

1 Go to the Web Portal

Visit <https://ca.netracom.au> and click on "Login".



2 Log In

Enter your email address and password.



3 Reset Your Password

If it's your first time logging in or you've forgotten your password, click "Forgot Password?" and follow the steps in the email to set a new password.



4 Secure Your Account

We recommend enabling Two-Factor Authentication (2FA) in your account settings for added security.



2. WHAT YOU CAN DO



View & Manage Services

View your active services, check status, and access important details.



Invoices & Billing

View and download invoices, check payment history, and manage billing information.



Open Support Tickets

Get help fast by submitting and tracking support tickets.



Account Management

Update your profile, manage contacts, payment methods, and security settings.



Announcements

Stay up to date with the latest news, maintenance updates, and important announcements.

3. QUICK TIPS



Keep Your Account Secure

Use a strong password and enable 2FA.



Enable Email Notifications

Stay informed about invoices, tickets, and service updates.



Download Your Invoices

Invoices are available anytime under the Billing section.



Need Help?

Contact us at support@netracom.au



Thank you for choosing Netracom.
We're committed to providing reliable services and exceptional support.

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