

# Service Department

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**Ready to assist you and is easy to reach.**

**Hours of Service:**

Onsite and remote service is available 8 a.m.-5 p.m.  
Monday-Friday.

**By Phone:** (804) 897-8347

**Through Client Portal:** <https://pim.myportallogin.com>.

**After Hours Support Line:** (804) 897-8347, option 2.

Brief overview of our service level agreement:

**1 hour response time for any service call, 24/7/365.**

Please see the pim [Master Service Agreement](#) or  
your pim Sales and Service Proposal for details.

# The Client Portal

In the [Client Portal](#), depending on your permission level, you can:

- Submit Tickets
- View Tickets
- View Invoices
- Update Company Contacts and Permissions
- Make Payments

In client portal you can edit your account details, including users and their security levels, submit, search, and monitor service request tickets, view invoices, and make online payments. The pim Client Portal provides you with everything you need to know about your account with convenient desktop shortcut access!

For your convenience, the Client Portal is found on the far-right side of the menu of the pim website. This takes you to the Login page where you can enter your email address and password to access the ticketing system.

