

Dear Valued IdeaTek Customer,

IdeaTek is always looking for new opportunities to improve our processes and communication. We are excited to announce our new payment portal, which will allow you to better manage your account in any way, at any time.

Our new IdeaTek payment portal allows you to:

- Review past invoices created through the new system.
- Submit and view service tickets
- Manage your payment method. You can make credit card and ACH payments with no convenience fees. Or, set up payments to be automatically withdrawn from your bank account, and you'll never have to worry about late payments again.

### Secure login

We have also upgraded our login security and, because of this, old user accounts and passwords have been discarded. To create a new account, please follow these simple steps:

1. Go to <https://portal.ideatek.com>, then click "New portal user? Register an account here!"



### Access your IdeaTek account

Username

Password

[Login](#) [Recover username or reset password](#)

[New portal user? Register an account here!](#)

English

2. Enter the email address associated with your account in the Email Address field.



## Link your IdeaTek account

Email Address

Email Address

Look Up Email Address

3. Check your inbox for a welcome email titled "IdeaTek customer portal account creation." If you do not see it in your inbox, please check your spam folder. Open the email and click the link to fill out the form using the same email, your new username and your new password.

## Create Your Account

Let's get your account created! Enter your email address for verification, and then pick a username and password for your account and we'll make sure it's available.

Email Address

Email Address

Username

Username

Password

Password

Confirm Password

Confirm Password

Create Account

4. We encourage you to take a moment to review your web portal.

- Double-check your method of payment
- If you previously had autopay enabled, for security purposes, you'll need to re-designate your preferred auto-payment method at this time.

We're proud to be able to offer you this technology in order to provide our customers with the best service and value available. If you have any questions or difficulties while setting up your new user portal, please give us a call at 855-433-2835 or email [billing@ideatek.com](mailto:billing@ideatek.com).

Thank you for your continued business.

The IdeaTek Team