

My Globe2

Portal

The move to our new ticketing platform provides improved transparency and faster, more efficient support. Clients now benefit from clearer visibility of service levels and response progress, alongside access to a dedicated customer portal where tickets can be raised, tracked, updated, and reported on in real time. This enhancement gives you greater control, improved communication, and a more streamlined support experience, while maintaining email as a convenient alternative for logging and updating requests.

Use our customer facing portal to:

- Raise support tickets
- View existing tickets
- Update existing tickets
- View reports

The My Globe2 portal can be accessed at <https://my.globe2.net/portal>

We may add additional functionality to the portal in the coming months.

Logging in

If you do not have a password for the portal, in the first instance please use the 'forgotten password' link, If you are registered as a user you should get an email to set or reset the password.

Any problems, please email us at tickets@globe2.net.

Permissions

By default, you will have access to any tickets that you have raised. If you are a manager, site manager or account holder and require visibility of tickets raised against your account by other members of your team, please contact us.

Email

Email can continue to be used to create and/or update a support ticket,

Creating a new support ticket

Emailing a support request to tickets@globe2.net will generate a new ticket automatically.

The legacy mailbox support@globe2.net can continue to be used (but requires manual intervention to generate a support ticket, so may result in delays in being added to the job queue).

Updating a support ticket

When we respond to a ticket, the update will be visible in the portal, and will also be sent to your registered email address. To update the ticket you can simply reply to the email **but ensure that the subject heading is not changed** to ensure that the update is added to the original ticket. You can also update the ticket via the portal.

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