Getting your enterprise started with the GitHub Support portal

In this article

About the GitHub Support portal for enterprises

Getting started with the GitHub Support portal

Learn how to start using the GitHub Support portal for issues related to your enterprise.

About the GitHub Support portal for enterprises 🔗

You can use the [GitHub Support portal](#) to create and manage support tickets about your GitHub Enterprise Server instance.

To benefit from Premium Support SLAs and ticket collaboration features, you must associate your ticket with your GitHub Enterprise Server instance in one of two ways.

1. If your institution has an enterprise account on GitHub.com, you have a user account on GitHub.com, and that user account has been granted support entitlements for the enterprise account, you can select the enterprise account when creating a ticket. For more information about enterprise accounts, see "[About enterprise accounts](#)."

   - The majority of GitHub Enterprise Server customers already have an enterprise account on GitHub.com. If you're not sure whether you do, first check with your team.
   - If your team confirms that you do not have an enterprise account on GitHub.com, you can [submit a request](#) for a new one.
   - Then, for the best experience, follow the steps below before using the [GitHub Support portal](#) to create tickets about the enterprise account.

2. If you're sure you do not have an enterprise account on GitHub.com, you have not been configured as a support-entitled member by an enterprise owner, or you cannot sign in with to your GitHub.com account, you can provide a copy of your license key or diagnostics file by using the [Get help with GitHub Enterprise Server](#) form.

Getting started with the GitHub Support portal 🔗

Before you start creating tickets associated with your enterprise account on GitHub.com, we recommend completing the following steps.

1. Identify the user on GitHub.com who is an owner of your enterprise account.

2. Configure a verified domain. For more information, see "[Verifying or approving a domain for your enterprise](#)."

3. Add owners, billing managers, or support-entitled members to your enterprise account. For more information, see "[Inviting people to manage your enterprise](#)" and "[Managing support entitlements for your enterprise](#)."

Legal

© 2023 GitHub, Inc.   [Terms](#)   [Privacy](#)   [Status](#)   [Pricing](#)   [Expert services](#)   [Blog](#)