

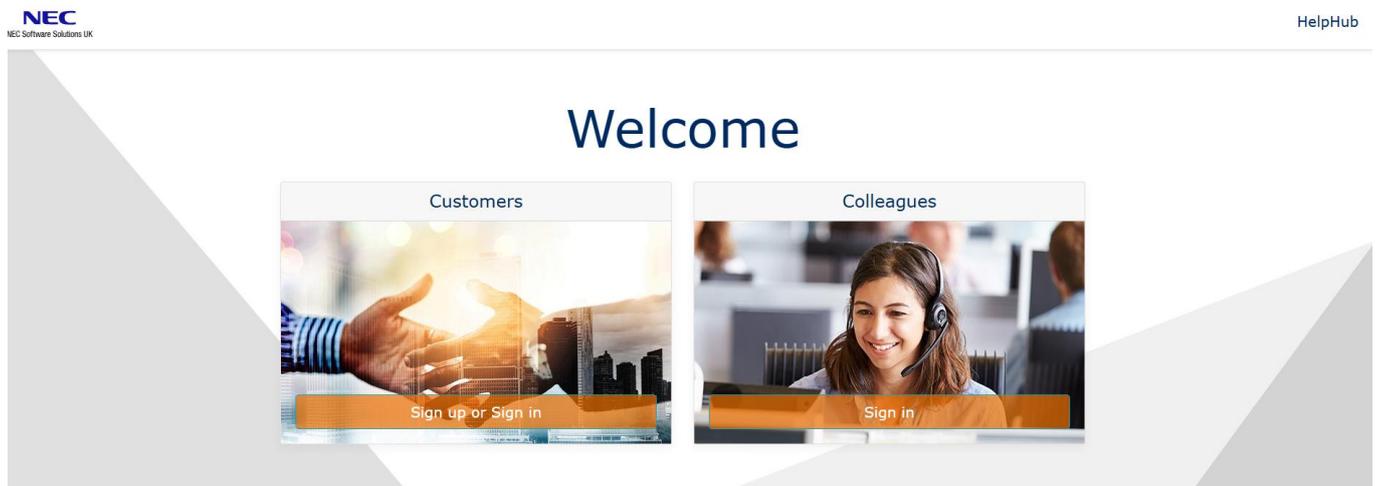
# NEC Rego Support Portal

Launching January 2026, our Rego support team will further the support options in line with other NEC services and welcome customers to our HelpHub Support Portal.

Users who have raised and received support tickets via email to our [Rego.Support@necsws.com](mailto:Rego.Support@necsws.com) will have had some interaction with the team via the support portal, and we are now furthering the options with the ability to raise support directly via the portal. The portal also offers Chat Support with the team for instances when this would benefit users.

To access the portal following the launch users will need to follow the below steps:

- Navigate to <https://helphub.necsws.com>



- When at the portal please choose the Customers login and select the Sign Up or Sign In option
- If you have emailed support your email account will already be associated with an account and you will be asked to complete the sign-up process
- PLEASE NOTE – personally email addresses such as Hotmail, Gmail, etc will not be able to use the portal sign in, users without a corporate email account can continue to contact support directly emailing [rego.support@necsws.com](mailto:rego.support@necsws.com)
- Once logged in users will be able to request support using the support tiles or select “chat”.
- Our Support team will advise then on the process for the support, either offering a first time fix or open a support ticket which will log your request for tracking and progress updates.