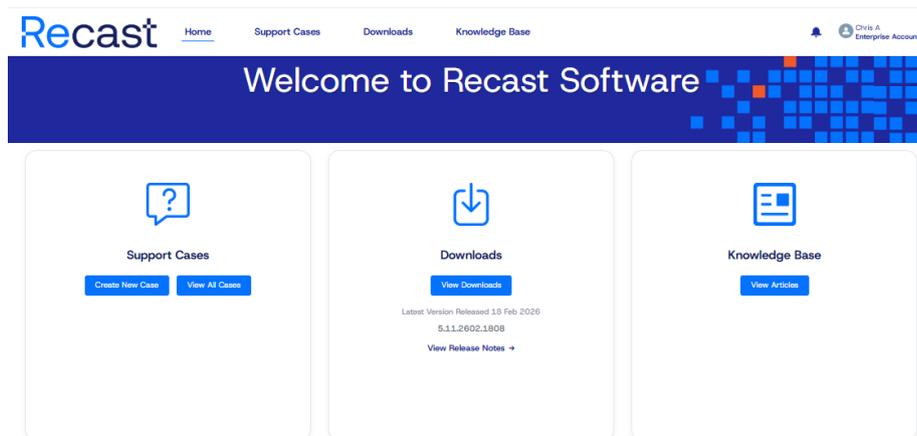# Recast Customer Portal Overview

Last Modified on 04.09.26

All Right Click Tools Enterprise and Application Workspace customers have access to the Recast Customer Portal at https://customerportal.recastsoftware.com.

The Customer Portal is a centralized location for:

- Submitting, monitoring, and responding to support cases
- Downloading Right Click Tools Enterprise software, components, and licenses
- Accessing customer–only knowledge base articles
- Adding and removing users from your Recast account

NOTE: Recast customers who only have Application Workspace can request Customer Portal access from their Customer Success Manager.

Support Cases

Options:

- **Create New Case** – Provide details about the issue, upload a file, and click Submit to request assistance from Recast Support
- **View All Cases**
  - See all open cases
  - See all support cases regardless of status (New, Closed, Closed by Customer)

Downloads

The homepage **Downloads** card displays details about the latest Right Click Tools release and a link to the Recast Help Center release notes. Click **View Downloads** for Recast licenses and Right Click Tools Enterprise versions.

NOTE: Currently, Application Workspace customers can download new releases at Application Workspace downloads.

Recast Licenses

To download a file that contains all your Recast licenses, click **Download Licenses**.

Right Click Tools and Recast Components

The **Enterprise Product Downloads** tab displays the latest Right Click Tools release. Previous releases are available on the **Archived Versions** tab.

To download the newest version of Right Click Tools Enterprise, Edition, Right Click Tools Insights, Recast Agent, Recast Agent Gateway, Recast Management Server, or Recast Proxy, click **Download** to the right of the row.

NOTE: To install or update Right Click Tools Patching or Privileged Access, download the Recast Management Server version.

Knowledge Base

Search customer-focused how-to articles, troubleshooting docs, best practices, and FAQs.

Account Settings and User Management

To view or edit your own Recast account settings or those of all account members (if assigned an Admin profile), click on your name in the top right corner of the portal homepage. Choose **Settings** or **Account Management** from the drop-down menu.

On the **Settings** page:

You can edit your language, locale, and time zone.

Additionally, if you are assigned an Admin profile:

On the **Account Management** > **Add Member** tab, you can enter a new user's details and assign them a profile with specific permissions
- Admin: Full portal access with permission to add, edit, and remove members from your organization
- Power User: Full portal access without permission to add, edit, and remove members

On the **Account Management** > **Members** tab, you can deactivate a Customer Portal member, edit details for existing members, reset a member's password, and manage their portal permissions.
NOTE: Deactivating a member will only remove access to the Customer Portal at customerportal.recastsoftware.com. This action will not remove access to portal.recastsoftware.com.

Members	Add Member					

Members
5 items • Updated 20 minutes ago

	Full Name	Profile	Email	Title	Active	
1	Chris A	Customer Community Plus Admin	chrisa@example.com		☑	▼
2	Aisha N	Customer Community Power User	aishan@example.com		☑	

Deactivate
Edit Member
Reset Password
Manage Permissions

Recast Resources

The **Customer Portal** homepage links you to additional Recast resources:
- Recast Help Center documentation
- Recast Ideas Portal to submit or upvote feature requests
- Recast Academy courses
- Recast webinars
- Product Roadmap
- Recast Management Server Review program to have Recast's own SysAdmins review your RMS configuration.