

Ontouch

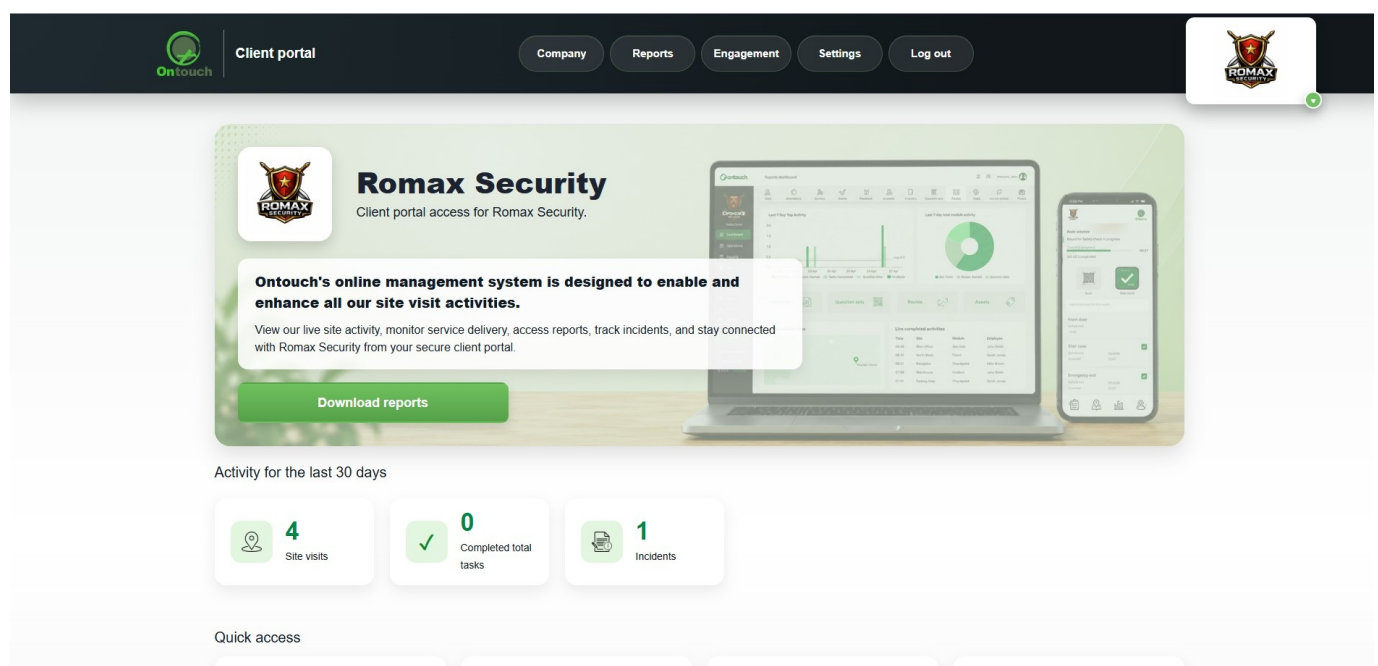
Stay connected through your Client Portal

Your service provider can give you secure access to live, instant service information, reports, report summaries, and records through the Ontouch Client Portal.



The Client Portal provides a simple, secure online space to keep you informed, view live information, selected records, report summaries, and interact with your service provider - all in one place.

Client portal dashboard overview



A secure online space to view live service information and report summaries.

Ontouch

Secure access. Relevant information. Better communication.

www.myontouch.com

What you can do in the portal

Your service provider controls what is available to you. Once access is enabled, you can use the portal to view live, instant information, report summaries, selected records and interact online.



Site visits



Question sets



Incidents



Surveys



Feedback



Reports



Tasks

Find reports and records

Site Visits
Arrival times, durations, notes, photos and completed work.

Incidents
Issues, faults, photos, timestamps and resolution status.

Question Sets
Completed answers, inspections and checkpoint responses.

Tasks
Completed scheduled tasks, activities, photos and attachments.

Summary Reports
Client-ready service summaries and filtered performance views.

Find a report

Company: Romax Security | Report Type: All Reports | Site: All allowed sites | Question Set: All question sets

Incident Type: All incident types | From Date: 2026/06/26 | To Date: 2026/07/03

Apply Filter

Site visits: 1 | Question sets: 0 | Incidents: 0 | Tasks: 0

Give feedback and interact

Complaints / Compliments

Send feedback, compliments, complaints, or general comments directly to Romax Security.

Complaints / Compliments

Please capture a complaint or compliment for Romax Security.

Company: Romax Security | Site: Gallagher Convention Centre

Rating from 1 to 10: 1 2 3 4 5 6 7 8 9 10

Summary: Great service!

Detail: A quick note to let you know that this morning the security guards went out of their way to help me with my car that was giving me trouble and I was stuck. I felt safe and secure with their help and a smile on their faces.

☐ Submit this anonymously. The complaint/compliment will still be linked to the company and site, but your client user details will not be saved against the record.

Access selected records



View reports, report summaries, service activity, site information and records made available to you.



Interact with your provider

Send feedback, complete surveys and use question sets when these tools are enabled.



Ready to connect?

Ask your service provider for your login details.

clientportal.myontouch.com/login