Service Request(SR) submission

Step-by-Step guide

1. **Go to SR management site : https://apps.bentley.com/srmanager/**

2. **Choose the most relevant category to submit directly to the related team.**
   (It is ok if submitted in the different category which the support team will reroute to the correct team.)
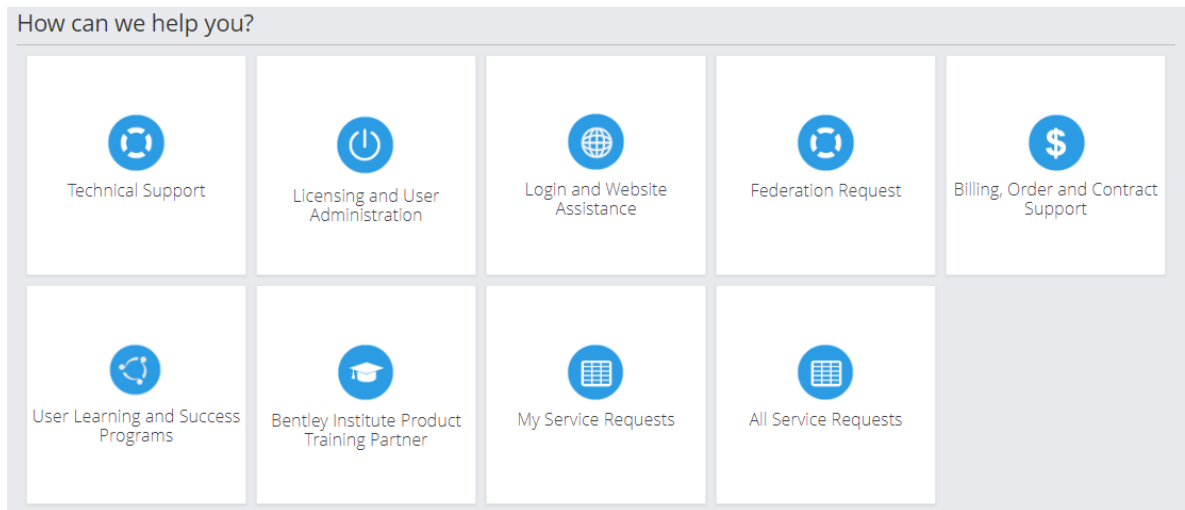
Frequently used SR categories
   i.   **Licensing and User Admin :** License related (eg. license check out, product accessibility)
   ii. **Technical support :** Technical inquiry (eg. product functionality matter)
   iii. **Billing, Order and Contract :** Invoice, payment etc.

3. **Click Licensing and User Administration to find below screen.**

4. **Please fill in as detailed as possible**
   a. **Issue Category : click "Request" to make an inquiry.**

   Issue Category ❓

Choose Category ⌄
Choose Category
Incident (something is broken)
Request (for service, advice, or info)

   b. **Phone Number :** This will be helpful as the support team can arrange direct call bypassing the email back and forth

   c. **Priority :** Choose "Medium" if urgent

   Priority: ❓

Low ⌄
Medium
Low

   d. **Impact :** to indicate how big the impact is for such matter
   e. **Problem Area :** Please choose the most related criteria available.
      (It is ok if you chose the different category which the support team will reroute to the correct team.)

   Problem Area:

- Choose Area ⌄
- Choose Area
Asset Mismatch
Configuration
Evaluation Licensing
Production Licensing
Redistribute Assets
Site Administration
Upgrade Request
User Management
User Permissions

   f. **For certain options,** an additional field will appear as the example below. Please select the most relevant information.

   Example

   Problem Area:

Production Licensing ⌄		License Check out ⌄

Product:		Version:
OpenBuildings Designer ▾		10.05.00.49 ⌄

g. **Input details :** Please provide as much information as possible, such as error screenshots, which would shorten the resolution time.

Subject (40 characters):

Not able to proceed License Check out

User Tracking Number: ❓

Details:

Referring to the attached error screenshot, please advise how to proceed with the license check out.

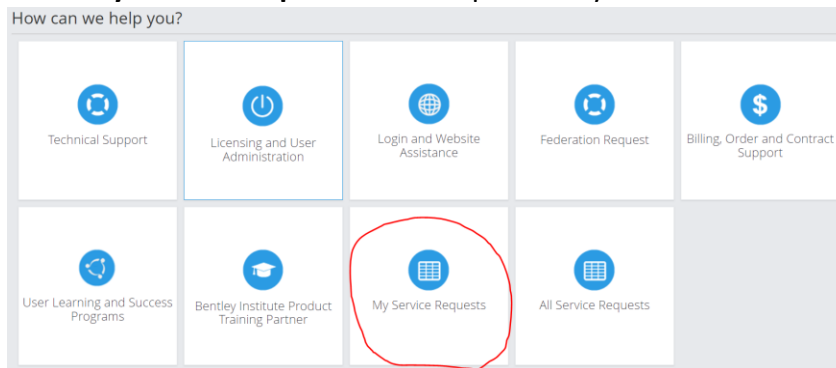My contact details are as below :
Email : abc@company.com
Phone : 1234-5678

Upload File

Browse...

Max Size Limit 20 MB Allowed File Types ❓

Submit to Support   Reset

(User Tracking Number : optional)

h. **Click "Submit to Support" :** You will receive an SR number for this ticket.

i. **SR status check :** go back to SR Manager(https://apps.bentley.com/srmanager/) and click "**My Service Requests**" to find previously submitted SRs.

How can we help you?

Technical Support | Licensing and User Administration | Login and Website Assistance | Federation Request | Billing, Order and Contract Support

User Learning and Success Programs | Bentley Institute Product Training Partner | My Service Requests | All Service Requests

** If you need further assistance, please feel free to reach out to your dedicated Success Manager who will be able to help you accordingly.