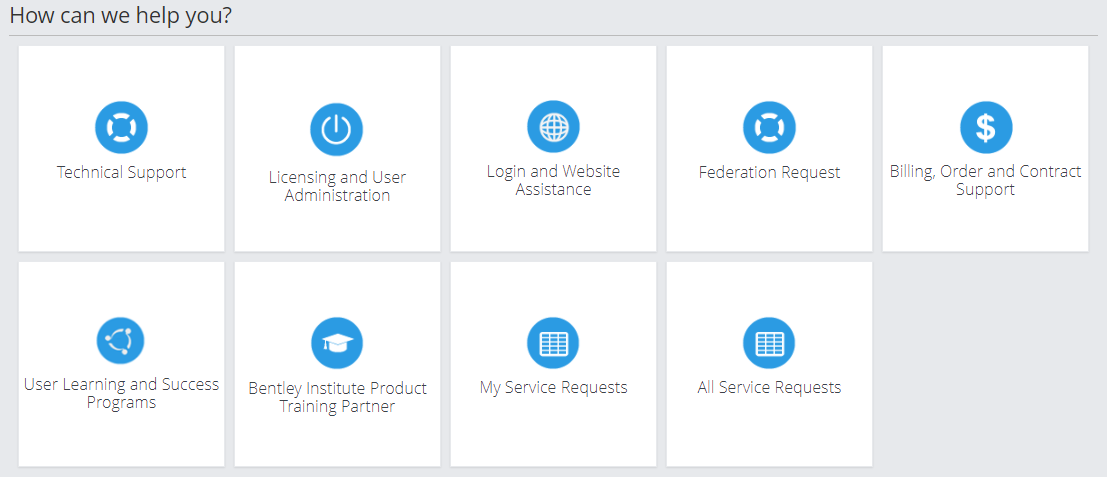
**Service Request(SR) submission**

**Step-by-Step guide**

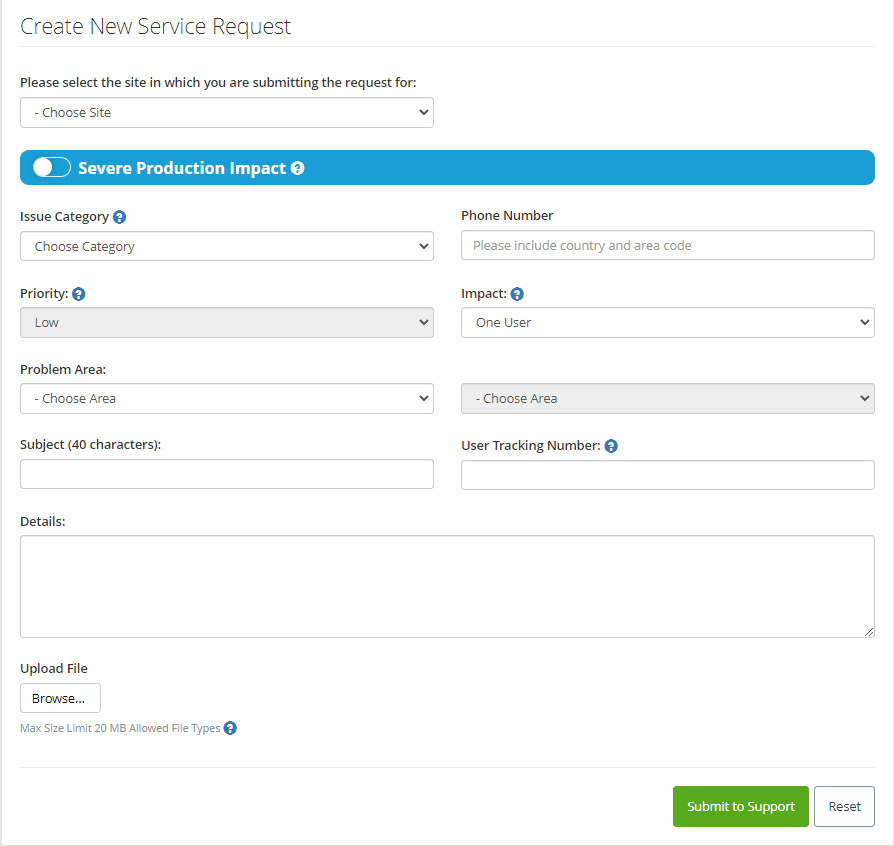
1. **Go to SR management site :** [**https://apps.bentley.com/srmanager/**](https://apps.bentley.com/srmanager/)
2. **Choose the most relevant category to submit directly to the related team.**

(It is ok if submitted in the different category which the support team will reroute to the correct team.)

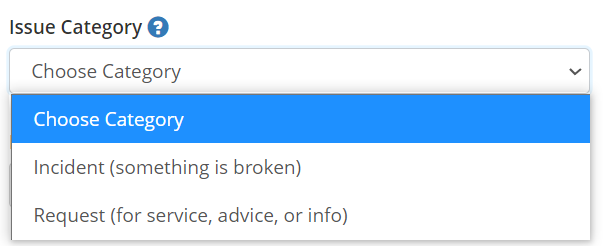
****

**Frequently used SR categories**

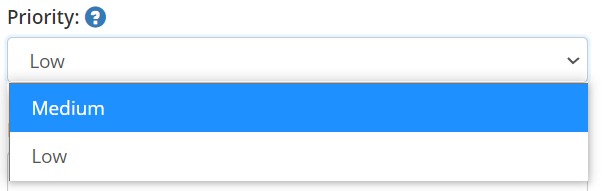
1. **Licensing and User Admin :** License related (eg. license check out, product accessibility)
2. **Technical support :** Technical inquiry (eg. product functionality matter)
3. **Billing, Order and Contract :** Invoice, payment etc.
4. **Click Licensing and User Administration to find below screen.**

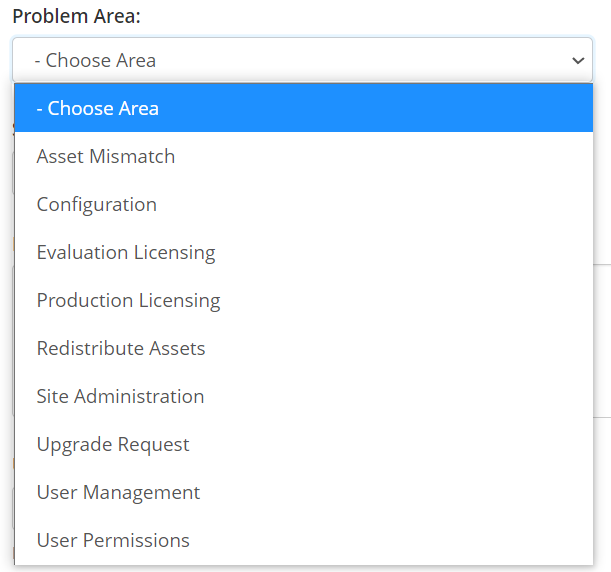
****

1. **Please fill in as detailed as possible**
2. **Issue Category : click “Request” to make an inquiry.**

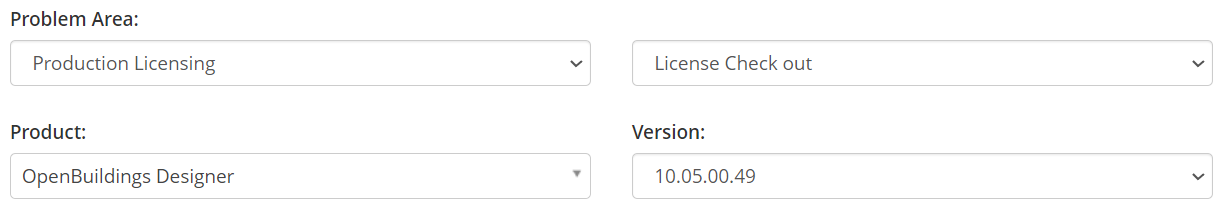
****

1. **Phone Number :** This will be helpful as the support team can arrange direct call bypassing the email back and forth
2. **Priority :** Choose “Medium” if urgent

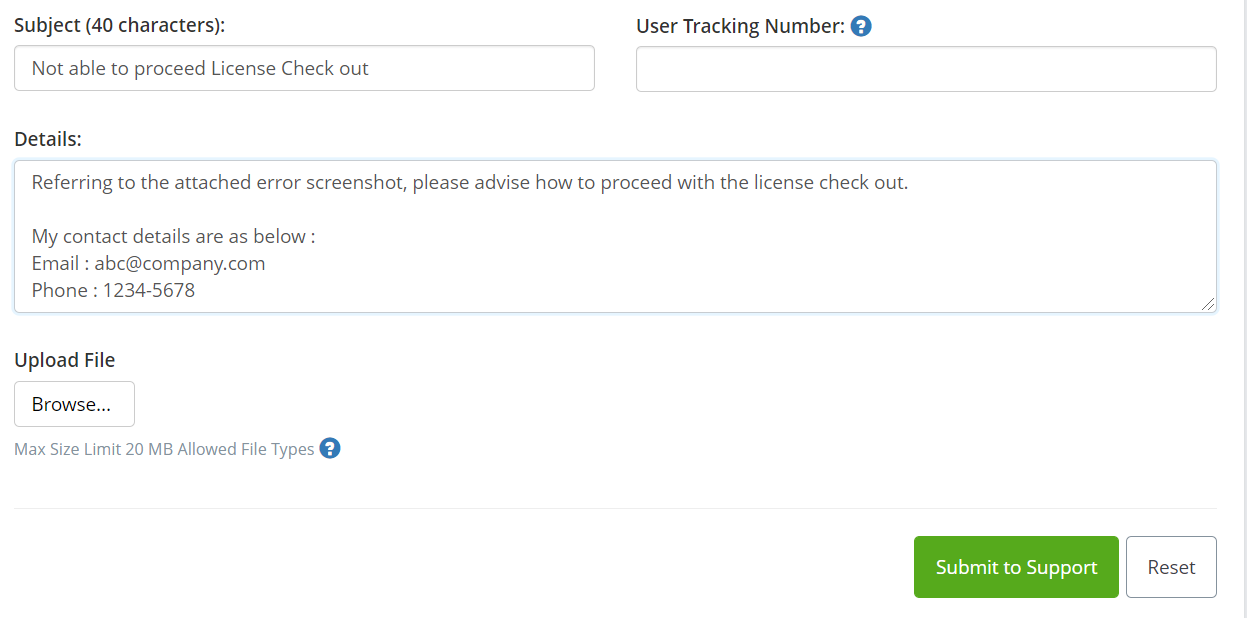


1. **Impact :** to indicate how big the impact is for such matter
2. **Problem Area :** Please choose the most related criteria available.   
   (It is ok if you chose the different category which the support team will reroute to the correct team.)  
   
3. **For certain options,** an additional field will appear as the example below. Please select the most relevant information.

*Example*

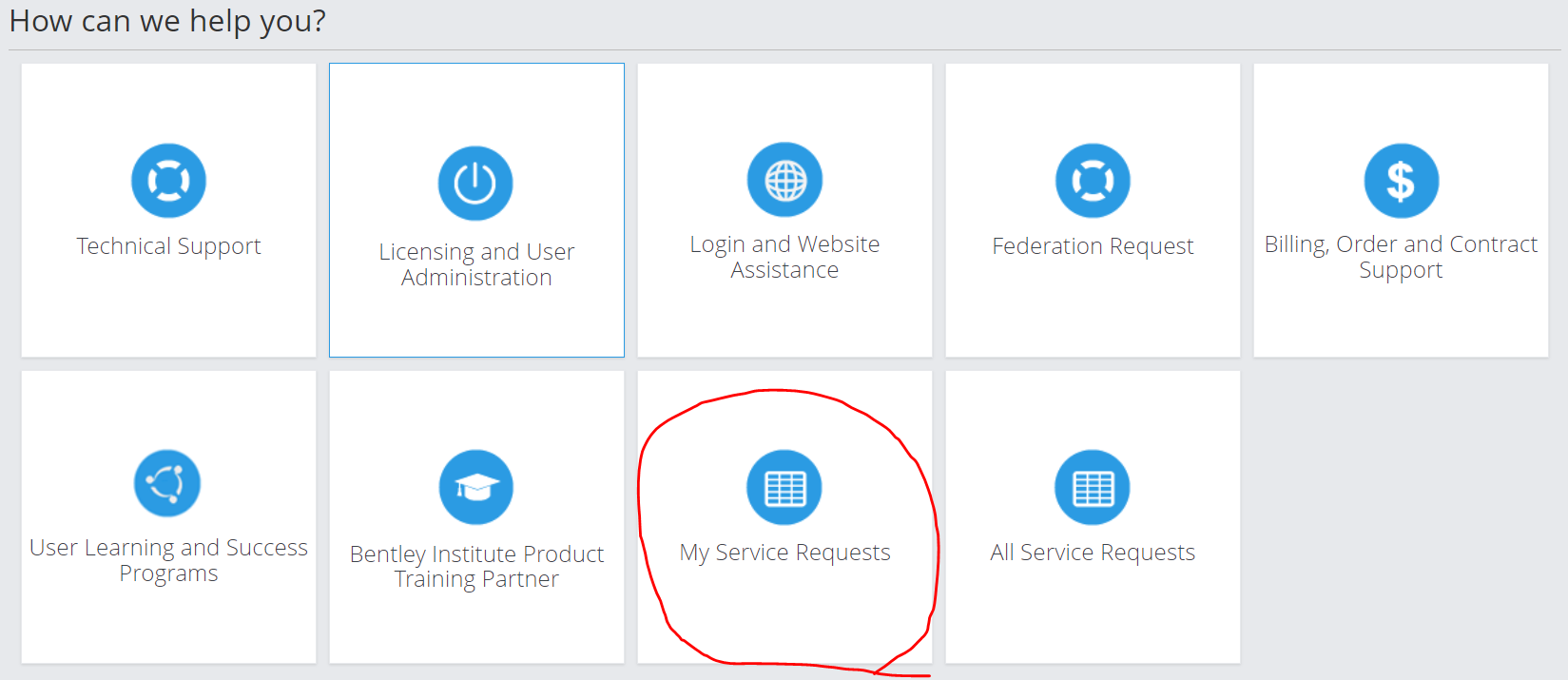
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1. **Input details :** Please provide as much information as possible, such as error screenshots, which would shorten the resolution time.

****

(User Tracking Number : optional)

1. **Click “Submit to Support” :** You will receive an SR number for this ticket.
2. **SR status check :** go back to SR Manager(<https://apps.bentley.com/srmanager/>) and click “**My Service Requests**” to find previously submitted SRs.



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