

All You Need to Know about the Bentley Support Portal

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Bentley[®]
Advancing Infrastructure

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Agenda

- Introduction
- What is Bentley Support Portal?
- Why the change?
- What are the main changes?
- Next Steps and Best Practices
- Training material and additional resources
- Q&A and Closing

Introduction

User Success Mission: Relentless focus on creating loyal users by helping them realize business value of their investment into Bentley products and services.



Komal Shah

User Success Manager

France and Benelux

Focused to

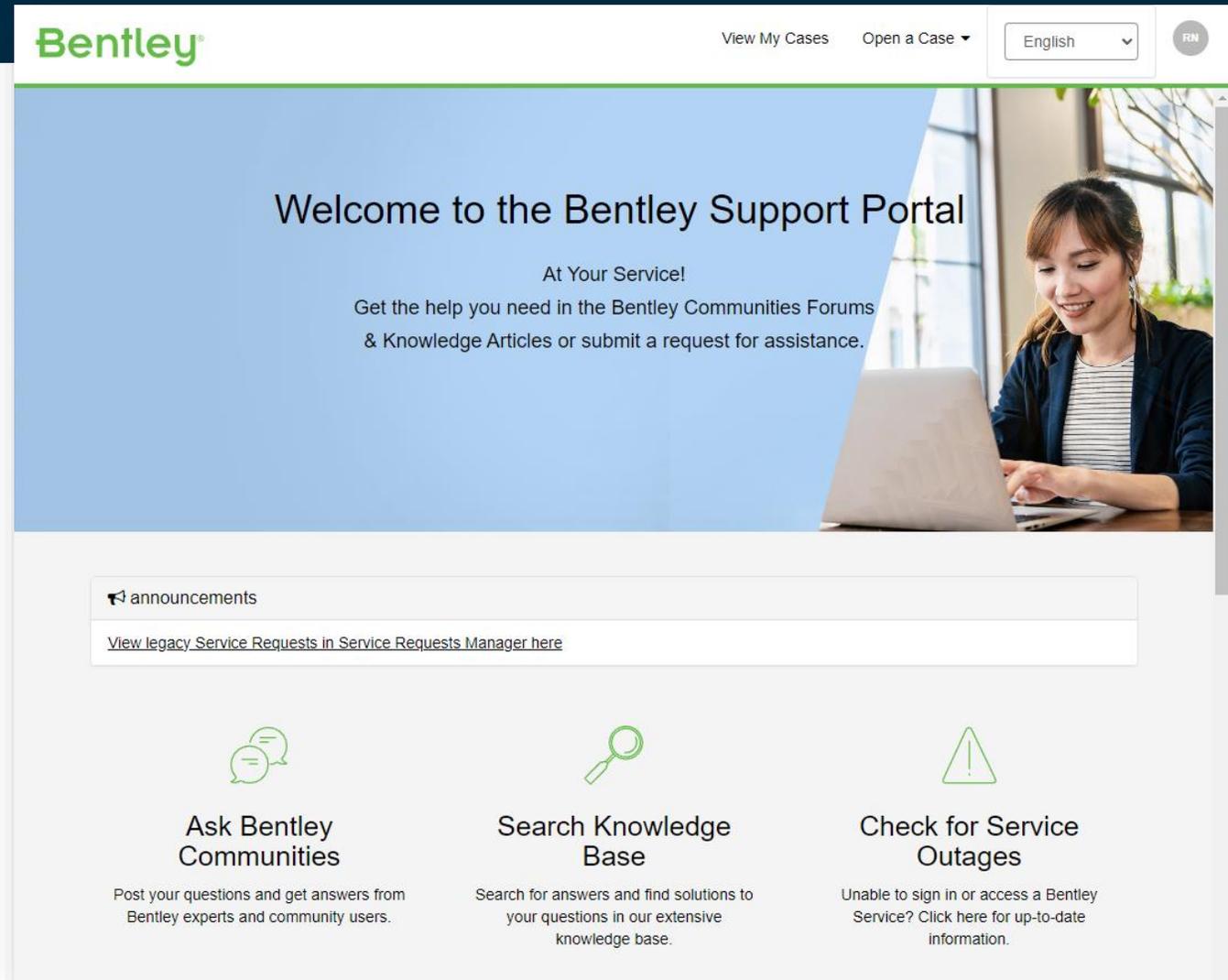
- Improve user health and engagement with Bentley.
- Meet on a regular cadence to address missing value data point and experience (sentiment, training, support escalations etc).
- Ensure adoption of Bentley training, portals and reports and timely share awareness of news and changes.
- Advocate on user feedback and project insights/needs.
- Connect you to the right Bentley stakeholders (technical, admin, licensing, demos, training, upgrades, etc.).

What is the Bentley Support Portal?

Launched on May 4th, 2023, the Bentley Support Portal is now live as our new support platform:

<https://bentleysystems.service-now.com/csp>

- Users now submit Cases through Bentley Support Portal - previously called Service Requests (SRs).
- One landing page for easier access to Bentley Communities, Knowledge Base, and Bentley Cloud Services Status page.
- New Portal is based on ServiceNow (SN) functionality.



Why the Change?

New Support Portal helps ensure you get more efficient and timely assistance with cases by enabling you to:

- Self-serve support questions by providing quick access to Bentley Communities knowledge base articles and forums
- Link to check if Service Outages
- Connect you directly to Bentley support teams via web forms.

Support colleagues benefit from improved workflows and tool automation to increase overall efficiency of working on cases.



What are the Main Changes?

- New platform with new terminology
 - Service Request Manager is replaced by **Bentley Support Portal**
 - Service Requests are now called **Cases**
- New URL
 - <https://bentleysystems.service-now.com/csp>
 - Also available through CONNECT Center
- New process to submit and review cases

What are my Next Steps?

1. Bookmark and share the **new URL** – also updated in CONNECT Center

<https://bentleysystems.service-now.com/csp>

2. Visit the [Bentley Communities article](#) for an overview of how to use the portal and other training materials.

1. Update your language preference

Go to **Your Profile** in User Management - <https://usermanagement.bentley.com/> and update your language preferences to ensure you're receiving communications from us in the language of your choice.

2. Check the Bentley Support Portal Quick Guide - https://communities.bentley.com/cfs-file/_key/communityserver-wikis-components-files/00-00-00-06-33/5672.Bentley-Support-Portal-for-Users-PDF-Guide.pdf

Open a Case



Manage a Case

Bentley View My Cases Open a Case 11 FirstName Last

Ask Bentley Communities
Post your questions and get answers from Bentley experts and community users.

Search Knowledge Base
Search for answers and find solutions to your questions in our extensive knowledge base.

Check for Service Outages
Unable to sign in or access a Bentley Service? Click here for up-to-date information.

How can we help you?
Click on the corresponding form below to request assistance.

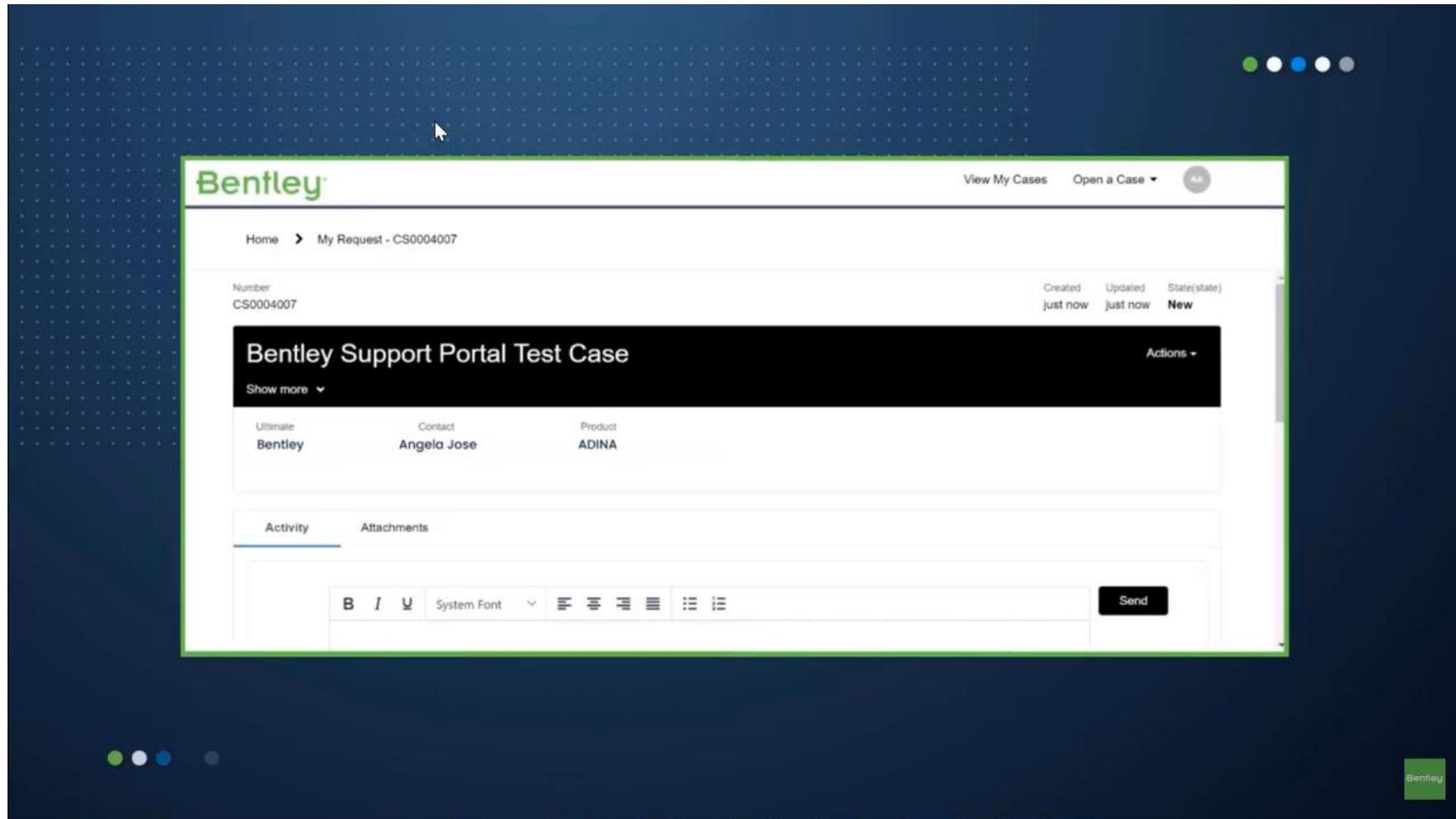
- Technical Support**
Get help with technical issues when using Bentley products
- Login & Website Support**
Get help to log into applications, tools and portals on our website
- User Admin Support**
Get help with user administration, setting up and managing your users
- Licensing Support**
Get help managing your licenses and entitlements
- Billing Support**
Get help with billing questions, orders, and contracts
- IMS Federation**
Submit Federation Request with Bentley's Identity Management System (IMS)
- Bentley Institute Product Training Partner**
Submit a Training Partner Program request
- User Learning & Success Programs**
Submit LEARN server, live trainings or academic request

My Open Cases

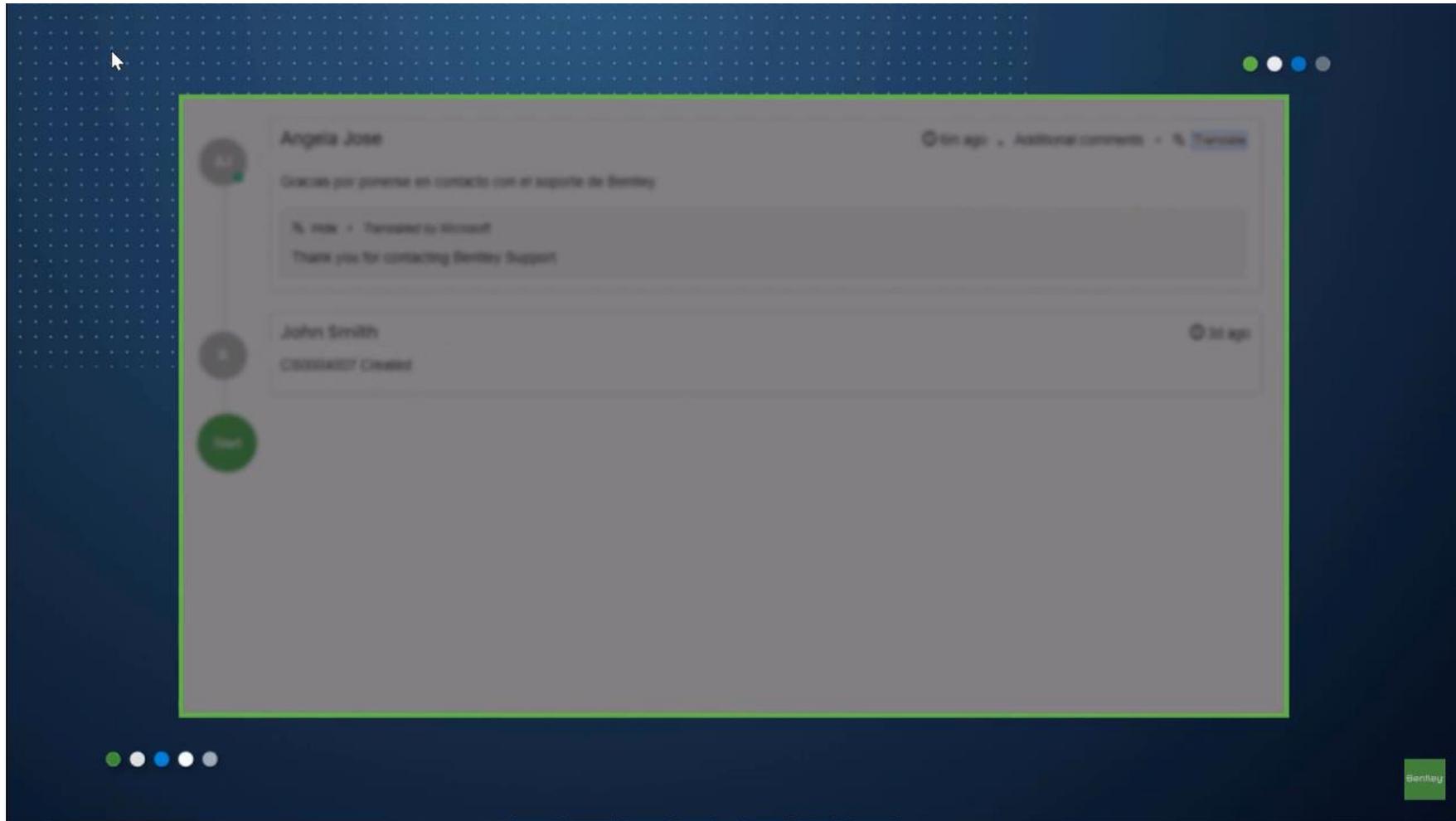
Update a Case



Close a Case

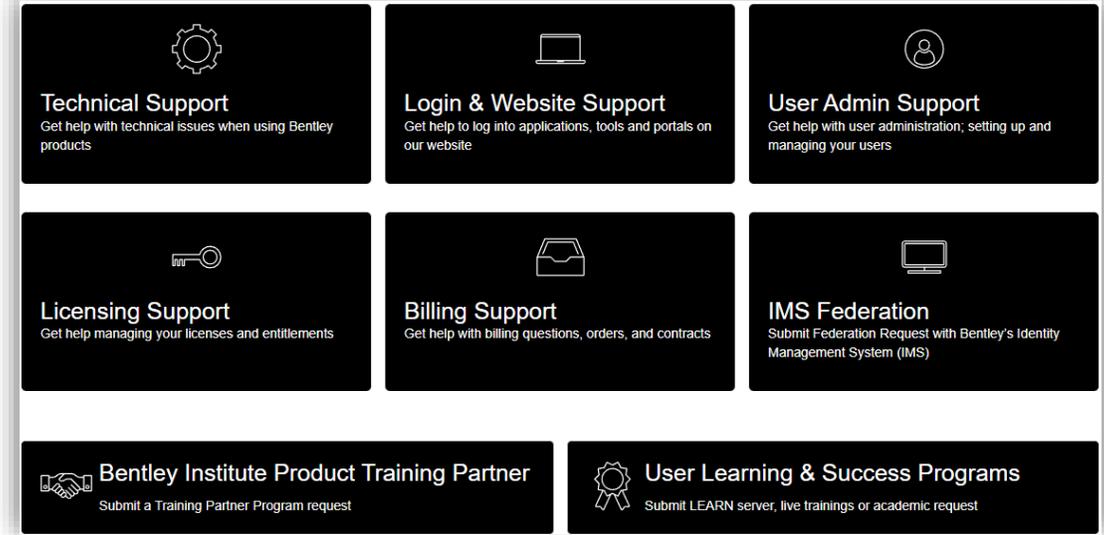


How to use Dynamic Translation Feature



Best Practices

1. Open a case based on the **nature** of your query ensuring it is directed to the right support team and does not delay resolution.
2. To help our support teams to respond to cases quickly, please fill out the form with **as much information as possible** describing the challenge you are encountering and the steps you have already taken to troubleshoot.
3. **Attach supporting documents** when applicable – screenshots, logs, files etc.



* Short Description

* Description

Customer Reference Number

 Add attachments

Is there any training material or resources available?

Training Material available on [Communities](#) - link in the chat window

1. Overview of how to navigate through the new portal
2. Quick reference Guide for users and administrators
 - A. Download the Bentley Support Portal Quick Guide
 - B. Download the Bentley Support Portal for Administrators Quick Guide
3. Training Videos for users
 - A. [The New Bentley Support Portal Overview](#)



Watch Other Success Talks

- Stay Up-to-Date with New Bentley Support Fixed Life Cycle Policy
- Admin Series - Understand Bentley Licensing and Usage Calculation
- Admin Series - Learn How to Manage Bentley Users and Licenses with Subscription Services Portal and Subscription Analytics
- Explore Available Functionality of CONNECT Centre and CONNECTION Client
- Admin Series - 5 Steps to Manage Your SELECT Agreement Licenses
- *Get the Most Value of Your SELECT Agreement-15th June at 4.00pm CSET*
- *All You Need to Know about ServiceNow – New Bentley Support Portal-29th June at 4.00pm CEST*

[Click Here to Register](#)



Webcasts

Select one or more of the following webcasts and complete registration. Click any webcast listing to view its details.

- Select All
- Success Talks: Admin Series - Stay Up-to-Date with New Bentley Support Fixed Life Cycle Policy**
Available On Demand
- Success Talks: Admin Series - Understand Bentley Licensing and Usage Calculation**
Available On Demand
- Success Talks: Admin Series - Learn How to Manage Bentley Users and Licenses with Subscription Services Portal and Subscription Analytics**
Available On Demand
- Success Talks: Admin Series - Explore Available Functionality of CONNECT Centre and CONNECTION Client**
Available On Demand

Overview

Title: Success Talks: Admin Series - Stay Up-to-Date with New Bentley Support Fixed Life Cycle Policy

Duration: 30 minutes
Available On Demand

Summary

Join Bentley Systems User Success Manager Ellie Kim to learn about the Fixed Lifecycle Policy that will be replacing the Desktop Applications, ProjectWise, and Administration Services Support Policies as of January 1, 2023.

***The webcast will be streamed through your computer, so there is no dial-in number. Please make sure your computer speakers (or headset) are turned on and the volume is set to an audible level so you can hear the presenters. [Help](#)*

Speakers

Ellie Kim

[Register Now](#)

Closing

- Q&A
- We love feedback, please answer the survey when leaving the session

Thank you.