

PARISH SUPPORT PORTAL INSTRUCTIONS

1. <https://rcab.blumshapiro.com/support/home> - Is the URL to access the Support Portal.
2. When you click on the URL you will get this screen.

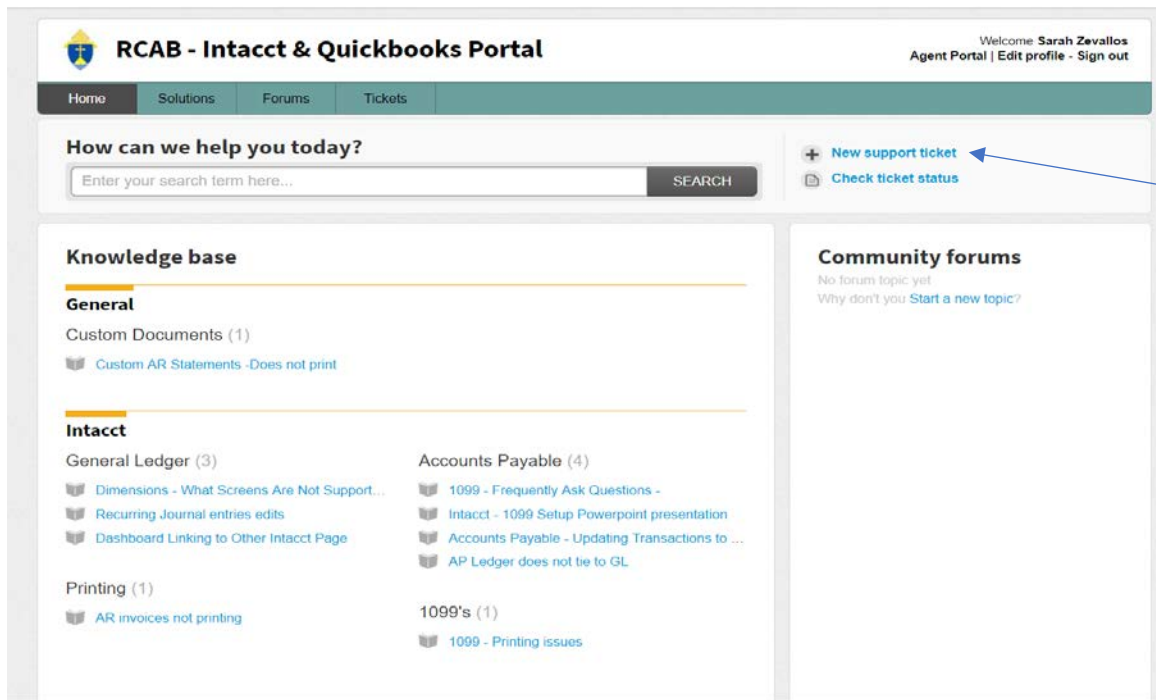
The screenshot shows a web browser window with the address bar displaying rcab.blumshapiro.com/support/login. The page title is "RCAB - Intacct & Quickbooks Portal". In the top right corner, it says "Welcome Login Sign up". The main content area is divided into two sections. The left section is titled "Login to the support portal" and contains the text "Enter the details below". It has two input fields: "Your e-mail address" and "Password". Below these fields is a checkbox labeled "Remember me on this computer" and a link "Forgot your password?". A "LOGIN" button is at the bottom of this section. The right section is titled "Sign up" and contains a "Sign up with us" button. Below the button, it says: "Once you sign up, you will have complete access to our self service portal and you can use your account to raise support tickets and track their status." At the bottom of the page, there is a link "Are you an agent? Login here" with a headset icon.

3. Enter the email address
4. Enter the password
5. Click on **"LOGIN"**
 - a. For certain browsers, after you enter your email address, password and click the **"LOGIN"** button, you may get another prompt to login again as shown below.
 - b. Enter the same email address and password again from above and click on **"SIGN IN"**.

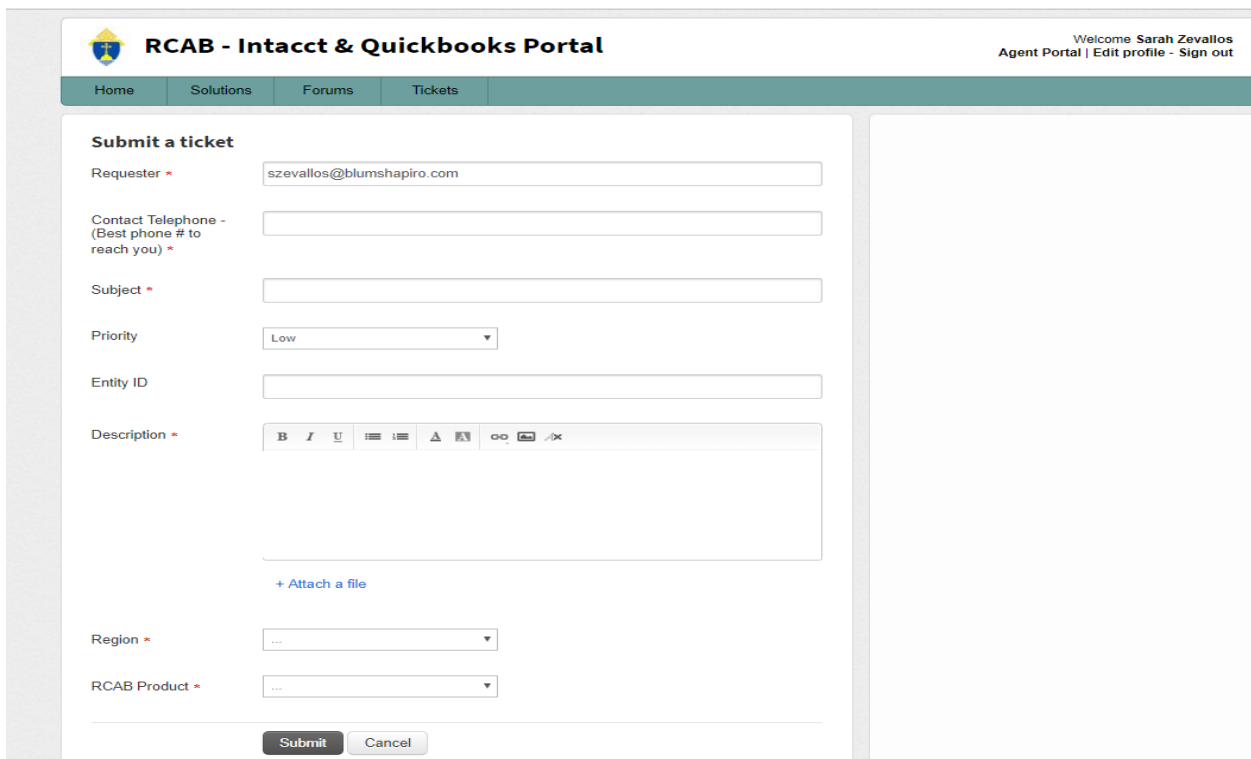
The screenshot shows a Freshworks login page. At the top, the Freshworks logo is displayed. Below it, there is a login form with the following fields: "Email" (containing "szevallos@blumshapiro.com") and "Password" (masked with dots). Below the password field is a checkbox labeled "Keep me logged in" and a link "Forgot Password?". A "Sign in" button is at the bottom of the form. Below the "Sign in" button, the word "OR" is displayed. Below "OR", there is a "Sign in with Google" button with the Google logo. At the bottom of the page, there is a language selector set to "English" and links for "Terms" and "Privacy".

PARISH SUPPORT PORTAL INSTRUCTIONS

6. You can create a ticket by clicking on **"NEW SUPPORT TICKET"** or click on the + icon.

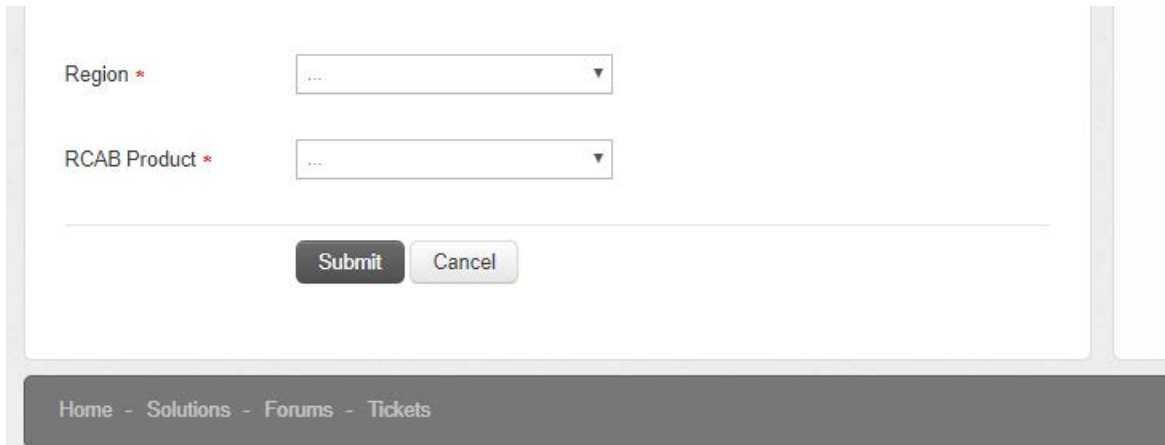


7. Requester - The requester box should auto fill your email address. If it does not, please enter the email address that was use when account was created.



PARISH SUPPORT PORTAL INSTRUCTIONS

8. **Contact Telephone #** - Enter best phone number to reach you.
9. **Subject** - You will need to put in a Subject, for example “error message number”.
10. **Priority** – Pick from the list the Priority of the ticket.
11. **Entity ID** – Enter Intacct entity ID, this will help in duplicating and identifying the problem.
12. **Description** – A brief description of the problem. You also have an option to attach a file if need to.



The screenshot shows a web form with two dropdown menus. The first is labeled "Region *" and the second is labeled "RCAB Product *". Both dropdowns show "...". Below the dropdowns are two buttons: "Submit" and "Cancel". At the bottom of the form is a breadcrumb trail: "Home - Solutions - Forums - Tickets".

12. **Region** – Select whether Central, Merrimack, West, North or South Region.
13. **RCAB Product** – Select from the pick list if the product is QuickBooks or Intacct.
14. Click **“Submit”** – This will create the ticket and depending on the Region it will alert the Agent in charge of the Region.