



# MY BPI SUPPORT

## User Guide

### BPI OnDemand MyBPISupport

Working with you to support your business.

This user guide will guide you step by step of how to use MyBPISupport service portal.

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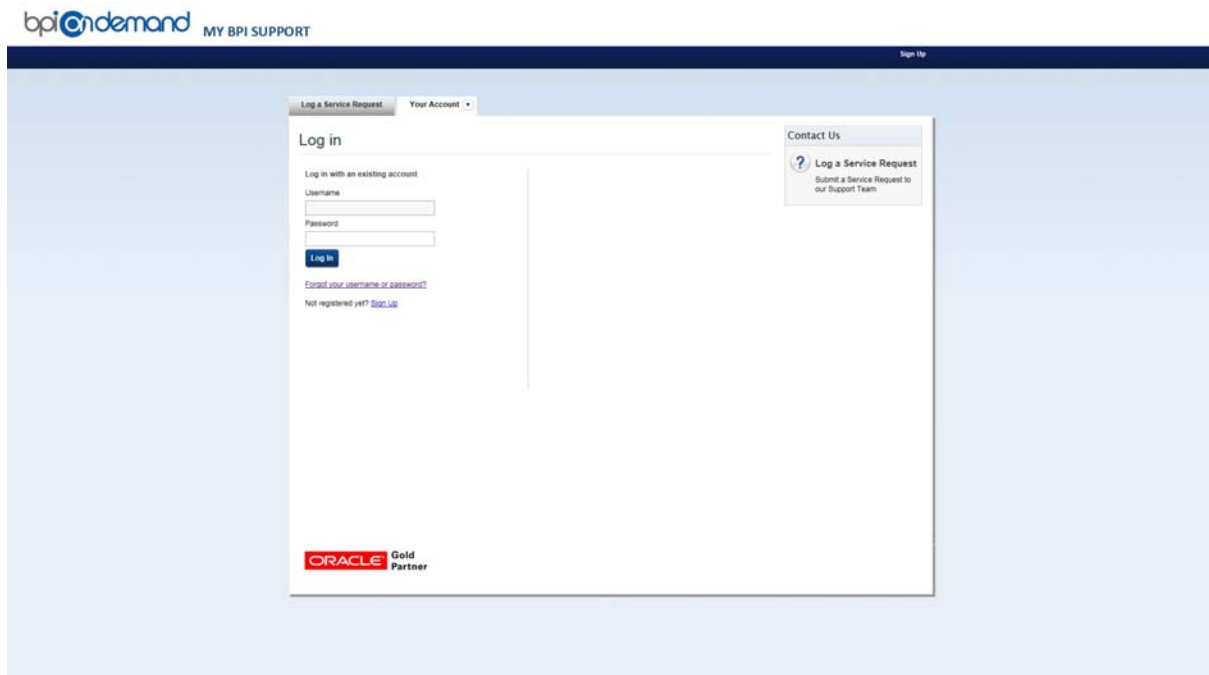
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## Register

Step 1 (Go to [www.mybpisupport.com](http://www.mybpisupport.com)):

Go to [www.mybpisupport.com](http://www.mybpisupport.com)

The above link will bring up the home / login page on your screen.



Step 2 (Click Sign Up Link):

Register with My BPI Support

In order for you to create or update service requests with BPI Support, you will need to register on the My BPI Support service portal.

To register, click on the “Not registered yet? Sign Up” link, under the Log In button and Forgot your username or password link. Please see below:

### Log in

Log in with an existing account

Username

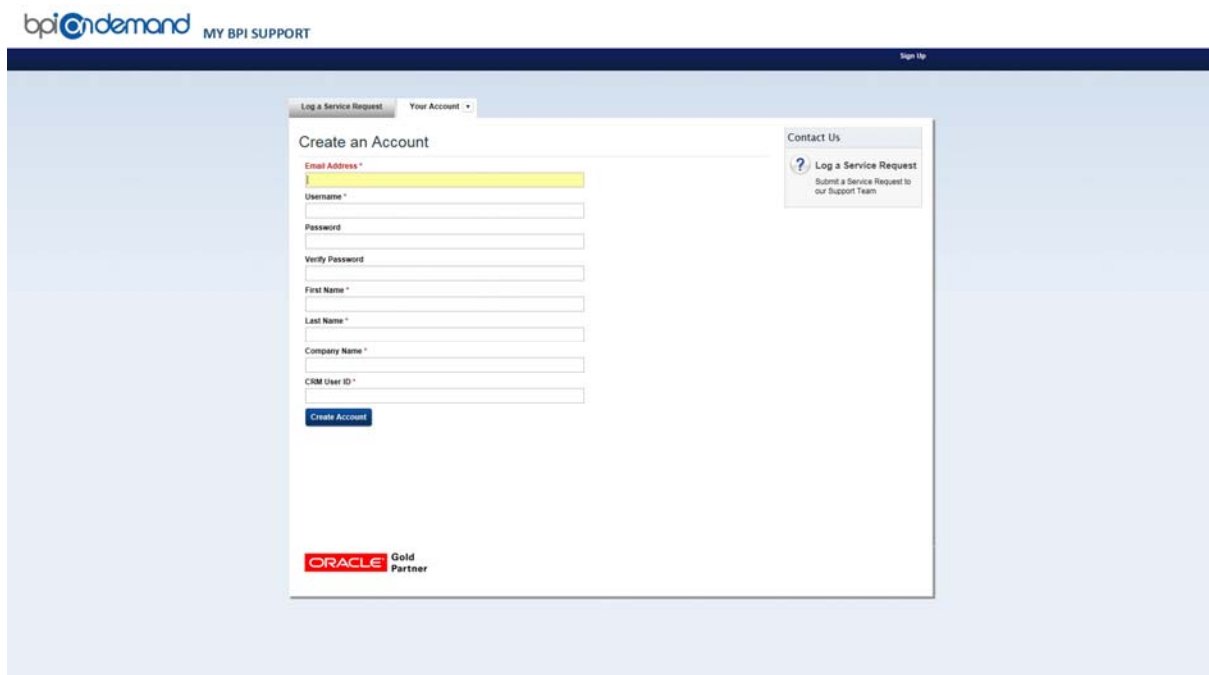
Password

Log In

[Forgot your username or password?](#)

Not registered yet? [Sign Up](#)

The Sign Up link will bring you to the Create an Account page. See below:



The screenshot shows the 'Create an Account' page within the BPI OnDemand portal. The page has a dark blue header with the 'bpi OnDemand' logo and 'MY BPI SUPPORT' text. A 'Sign Up' link is visible in the top right corner. The main content area is light blue and contains a white form titled 'Create an Account'. The form includes fields for 'Email Address \*', 'Username \*', 'Password', 'Verify Password', 'First Name \*', 'Last Name \*', 'Company Name \*', and 'CRM User ID \*'. A blue 'Create Account' button is at the bottom of the form. To the right of the form is a 'Contact Us' sidebar with a question mark icon and the text 'Log a Service Request' and 'Submit a Service Request to our Support Team'. At the bottom left of the form, there is an 'ORACLE Gold Partner' logo.

Complete the required fields (TIP: use your email as your Username). Now click the Create Account button.

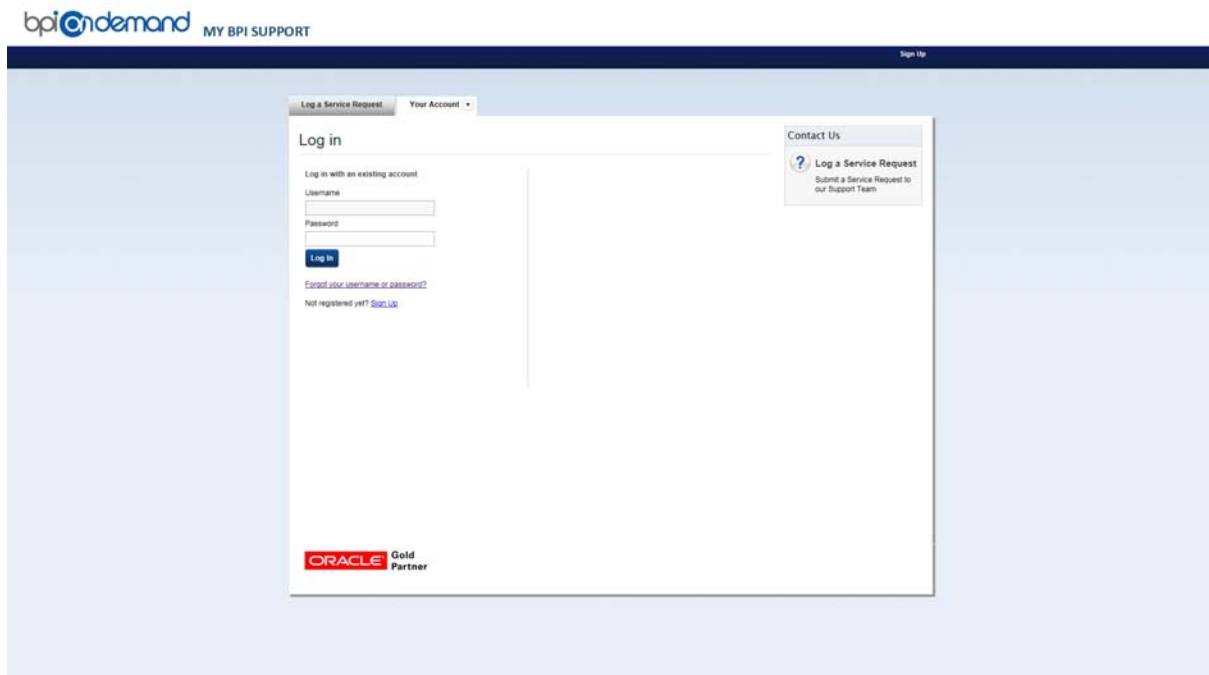
If the details are accepted you will be logged in. Please see the Account Overview section later in this guide.

## Log In

Step 1 (Go to [www.mybpisupport.com](http://www.mybpisupport.com)):

Go to [www.mybpisupport.com](http://www.mybpisupport.com)

The above link will bring up the home / login page on your screen.



Step 2 (Enter your Username and Password):

If you have already registered, enter your Username and Password, and click Log In.

If you have not registered please see the “Register” section above. If you have forgotten your login credentials please see the “Forgot your Username or Password” section below.

Once you have successfully logged in you will be taken to the Account Overview page. Please see the “Account Overview” section later in this guide.

## Forgot Username or Password

### Step 1 (Click on Forgot username or password link):

Click on the “Forgot your username or password?” link on the login screen.

### Log in

Log in with an existing account

Username

Password

Log In

[Forgot your username or password?](#)

Not registered yet? [Sign Up](#)

### Step 2 (Enter your Email Address):

On the Account Assistance screen, enter your email address in the relevant section – either to Request your username or Reset your password. The system will send you an email with your username or a link to reset your password, provided the email address matches the one you used at the time of registration.

bpi**OnDemand** MY BPI SUPPORT

The screenshot displays the 'Account Assistance' interface. At the top, there are tabs for 'Log a Service Request' and 'Your Account'. The main content area is divided into two sections. The first section, 'Request your username', includes a text box for 'Email Address' and a blue button labeled 'Email My Username'. The second section, 'Reset your password', includes a text box for 'Username' and a blue button labeled 'Reset My Password'. To the right, a 'Contact Us' sidebar contains a 'Log a Service Request' button. At the bottom left, the 'ORACLE Gold Partner' logo is visible.

## Account Overview Page

The Account Overview page will display/list the four most recent service requests that you have raised with BPI Support.

[Log a Service Request](#) [Your Account](#)

### Account Overview

#### ? Service Requests

Subject	Reference #	Category	Status	Date Created
<a href="#">Test SR 13/10/14 #1</a>	141013-000000	Core Functionality	Unresolved	13/10/2014
<a href="#">Test SR 08/10/2104 #6</a>	141008-000007	User Access	Updated by Customer	08/10/2014
<a href="#">Test SR 08/10/2014 #5</a>	141008-000006	Integration	Updated by Customer	08/10/2014
<a href="#">Test SR 08/10/2014 #4</a>	141008-000003	User Access	Unresolved	08/10/2014

[View all Service Requests](#)

#### Settings

[Update your account settings](#)  
[Change your password](#)

#### Contact Us

**? Log a Service Request**  
Submit a Service Request to our Support Team

**Give Feedback**  
How can we make this site more useful to you?

To see more/all Service Requests, click on the View all Service Requests link underneath the Service Requests table.

[Log a Service Request](#) [Your Account](#)

Advanced Search  
  
Search your Support History

Search

Results 1 - 10 of 13

Subject	Reference #	Category	Status	Date Created
<a href="#">Test SR 13/10/14 #1</a>	141013-000000	Core Functionality	Unresolved	13/10/2014
<a href="#">Test SR 08/10/2104 #6</a>	141008-000007	User Access	Updated by Customer	08/10/2014
<a href="#">Test SR 08/10/2014 #5</a>	141008-000006	Integration	Updated by Customer	08/10/2014
<a href="#">Test SR 08/10/2014 #4</a>	141008-000003	User Access	Unresolved	08/10/2014
<a href="#">Test SR 08/10/2014 #3</a>	141008-000002	Core Functionality	Unresolved	08/10/2014
<a href="#">Test SR 08/10/2014 #2</a>	141008-000001	User Access	Unresolved	08/10/2014
<a href="#">Test SR 08/10/2014 #1</a>	141008-000000	User Access	Solved	08/10/2014
<a href="#">Test SR 07/10/2014 #1</a>	141007-000000	User Access	Solved	07/10/2014
<a href="#">Test SR 06/10/2014 #2</a>	141006-000001	Reporting	Solved	06/10/2014
<a href="#">Test SR 06/10/2014 #1</a>	141006-000000	Core Functionality	Unresolved	06/10/2014

1 2 Next >

#### Contact Us

**? Log a Service Request**  
Submit a Service Request to our Support Team

**Give Feedback**  
How can we make this site more useful to you?

### Sorting columns

You can sort your list by any column you like. By simply clicking on any column header, you can sort the column by ascending or in descending order.

### Searching for a Service Request

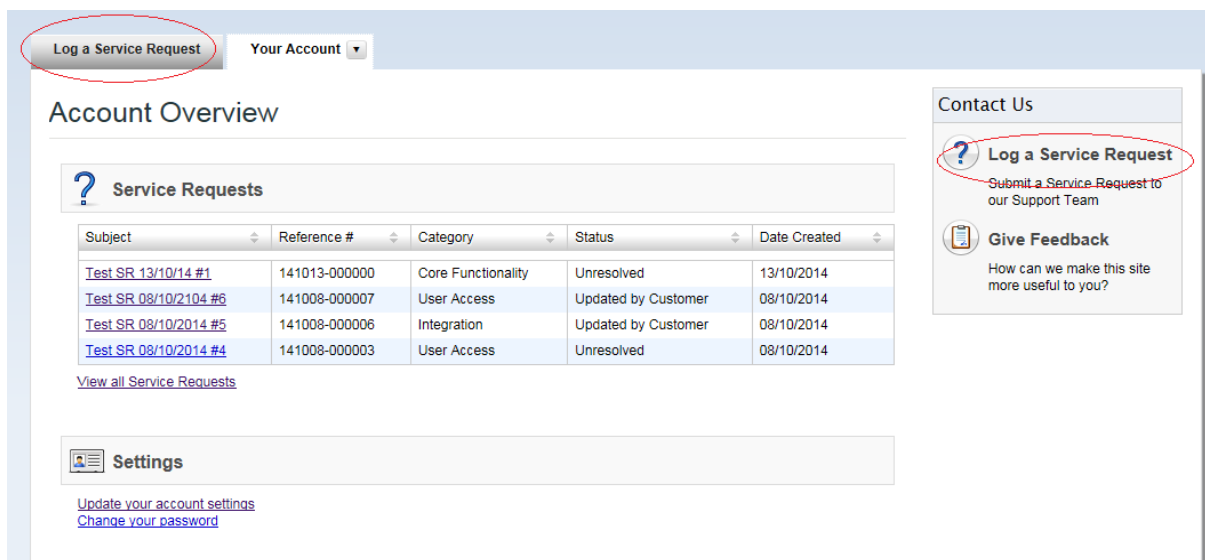
On the View all Service Requests screen you can use the Search your Support History field to search for key words in the Subject. To search other parameters use the Advanced Search link above the Search box.



## Logging a new Service Request on MyBPISupport

### Step 1 (Click Log a Service Request):

Creating a new service request is pretty straight forward. Simply click on the “Log a Service Request” link on the right in the Contact Us box, or click on the Log a Service Request tab:



### Step 2 (Enter SR details):

Enter the Subject (short description) and Description (details) for the request that you would like to raise. Now Attach any supporting documentation (e.g. screenshots) and select a Product and Category from the dropdown lists to classify the type of request and help the BPI Support Team investigate the issue.

The screenshot shows the 'Submit a Service Request to our Support Team' form. The form fields are as follows:

- Subject \***: Problems logging in
- Description \***: I am having issues logging into the system. I'm getting the following error: xyz-123
- Attach Documents**: Browse...
- Product**: CRM
- Category**: User Access
- SR Type \***: Issue
- Customer Priority**: 1-High
- Contact Me Via \***: Support Portal/Email
- Escalate**: Yes ☐ No ☒
- Continue...** button

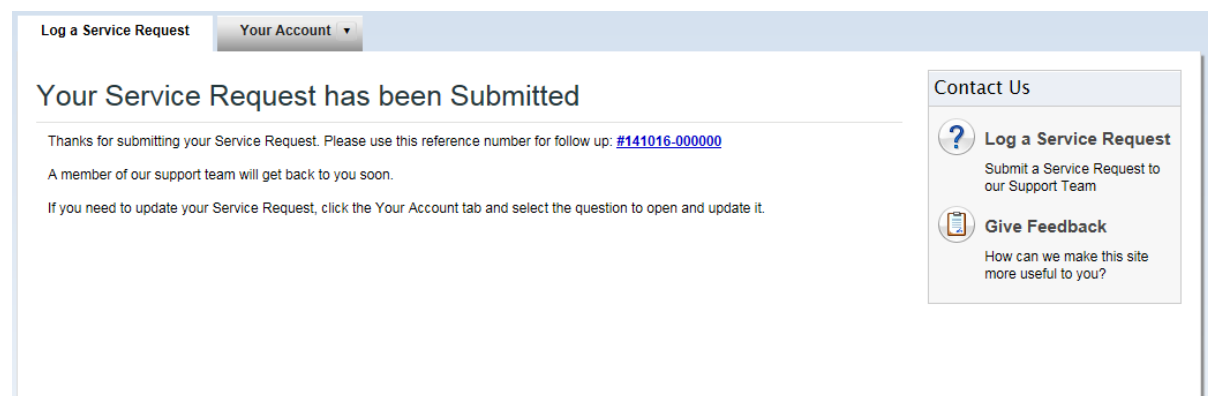
On the right, the 'Contact Us' sidebar contains a 'Log a Service Request' link and a 'Give Feedback' link.

The “SR Type” option distinguishes between a Change Request for an enhancement/change to your system, an Issue where you are experiencing difficulties or errors, and a Query where you simply wish to ask us something. This will help our Support Team to understand and allocate the issue, and to seek additional approval from your senior management or CRM administrator as required.

The “Customer Priority” field allows you to specify a priority (Low, Medium or High) for this SR, relative to other SRs you may have open with BPI. This will allow our Support Team to align their focus accordingly.

The “Contact Me Via” option allows you to specify your preferred method for the BPI Support Team to contact you with any information relating to the Service Request (Email, Phone, or Support Portal). If you wish to be contacted by Phone please include a phone number in the Description.

Now click the Continue button to submit your Service Request. As soon as you have created a new SR it will be displayed in the list of your Service Requests with a Reference Number. The new Service Requests is immediately sent to the BPI Support Team.



The screenshot displays the BPI Support Portal interface. At the top, there is a navigation bar with two tabs: "Log a Service Request" and "Your Account". The main content area features a confirmation message: "Your Service Request has been Submitted". Below this, it states: "Thanks for submitting your Service Request. Please use this reference number for follow up: [#141016-000000](#)". It also mentions: "A member of our support team will get back to you soon." and provides instructions: "If you need to update your Service Request, click the Your Account tab and select the question to open and update it." On the right side, there is a "Contact Us" sidebar with two options: "Log a Service Request" (with a question mark icon) and "Give Feedback" (with a clipboard icon).

## Viewing/Updating a Service Request

Updates from the BPI Support Team will be automatically posted to the MyBPISupport portal, and emailed to your registered email address. If you have specified to Contact Me Via phone, one of the Support Team will be in touch (provided you have given a phone number to reach you on).

### Update your Service Request on MyBPISupport

On the Account Overview or Support History screen, click on the SR Subject link to update the Service Request (respond or send new information to the BPI Support Team), or to view the additional details and history of the SR.

**Account Overview**

**Service Requests**

Subject	Reference #	Category	Status	Date Created
<a href="#">Please reset my Password</a>	141016-000000	User Access	Unresolved	16/10/2014
<a href="#">Test SR 13/10/14 #1</a>	141013-000000	Core Functionality	Unresolved	13/10/2014
<a href="#">Test SR 08/10/2104 #6</a>	141008-000007	User Access	Updated by Customer	08/10/2014
<a href="#">Test SR 08/10/2014 #5</a>	141008-000006	Integration	Updated by Customer	08/10/2014

[View all Service Requests](#)

**Settings**

[Update your account settings](#)  
[Change your password](#)

**Contact Us**

**Log a Service Request**  
Submit a Service Request to our Support Team

**Give Feedback**  
How can we make this site more useful to you?

**Please reset my Password**

**Update this Service Request**

Do you want a response?  
Yes, please respond. This is still an ongoing Request.

Add additional information to your Service Request \*

Attach additional documents to your Service Request

Browser...

Contact Me Via \*

Escalate

☐ Yes ☒ No

**Submit**

**Contact Us**

**Log a Service Request**  
Submit a Service Request to our Support Team

**Give Feedback**  
How can we make this site more useful to you?

Scroll down the page to see the full Communication History and additional details.

To send an update (response, question or additional information) please fill in the details and attach any relevant supporting documentation (e.g. screenshots).

If the issue has been resolved and you do not require a response, please select the option under “Do you want a response” of “No, this Request has been resolved”.

If you wish to escalate the issue for any reason (e.g. a response or solution has not been sent in a timely manner, or the severity/urgency has increased) please select the Escalate = Yes radio button.

NOTE: please do not escalate a Service Request immediately after it has been logged.

Now click the Submit button to send the update.

### Update your Service Request by Email

You can send a response/update to a Service Request by replying directly to the email that is sent from us to you regarding the Service Request logged. These emails will be sent from “BPI Customer Support Team ([bpiondemand@mailgb.custhelp.com](mailto:bpiondemand@mailgb.custhelp.com))”

Please do not block this email address or you will not receive any updates to your requests.

### Escalation, and Working Effectively with BPI Support

For a guide to how to Escalate your Service Requests, and working effectively in general with BPI Support please go to the following web page:

[http://img03.en25.com/Web/BPIONDEMAND/%7bf59b4e30-d8cd-4e3a-bdb7-2be62f83e260%7d\\_Working\\_Effectively\\_with\\_BPI\\_Support.pdf](http://img03.en25.com/Web/BPIONDEMAND/%7bf59b4e30-d8cd-4e3a-bdb7-2be62f83e260%7d_Working_Effectively_with_BPI_Support.pdf)

This document outlines and explains how to work effectively with the BPI OnDemand Customer Support Team, and how to utilize our tools and processes to maximize the return on investment from your implementation and Managed Service.

## Logging a new Service Request by Email

You may now log a new Service Request by sending an Email to our Support Inbox [bpiondemand@mailgb.custhelp.com](mailto:bpiondemand@mailgb.custhelp.com). This will automatically log the request on our MyBPISupport System, and will be available to view and update on [www.mybpisupport.com](http://www.mybpisupport.com), so long as the email address you are sending from is the same as the email address you have registered with.