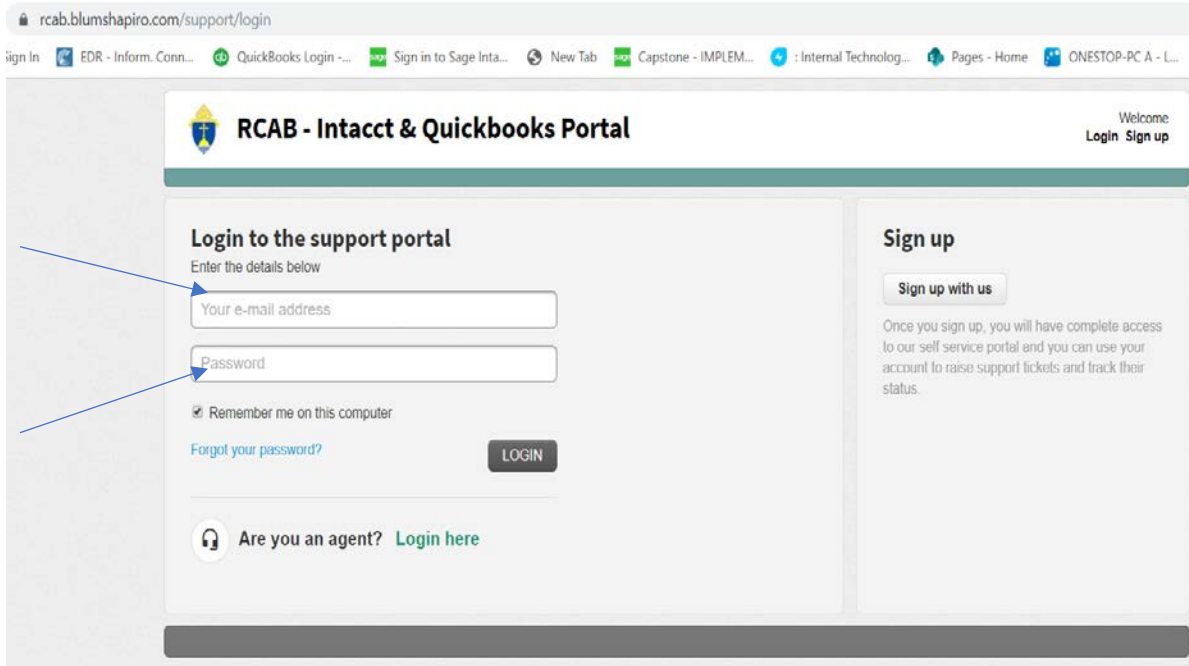
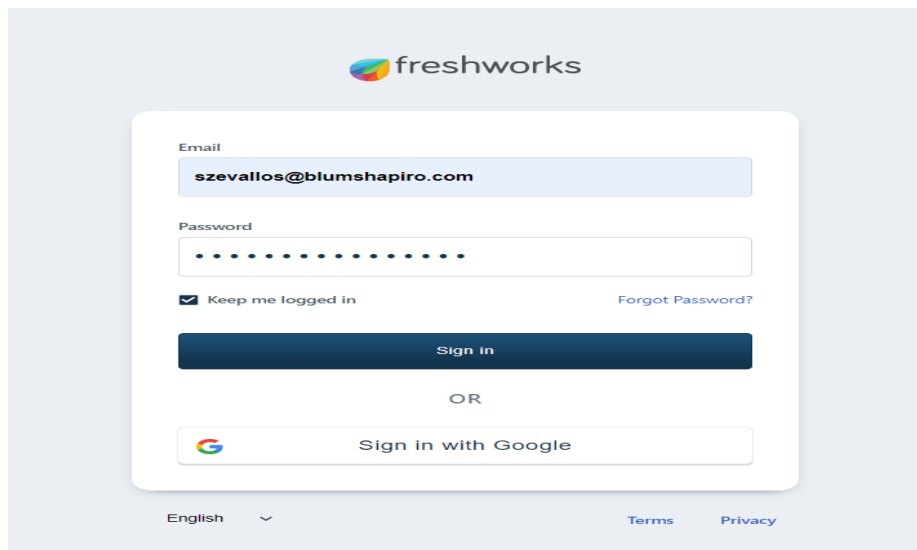


PARISH SUPPORT PORTAL INSTRUCTIONS

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.

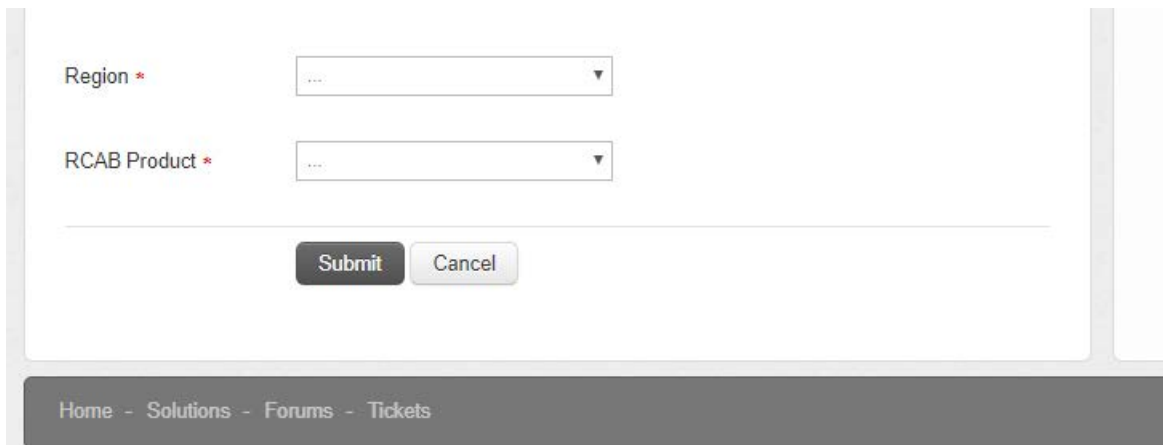


3. Enter the email address
4. Enter the password
5. Click on **“LOGIN”**
 - a. For certain browsers, after you enter your email address, password and click the **“LOGIN”** button, you may get another prompt as shown below.
 - b. Enter the same login and email again from above and click on **“Sign in”**.



PARISH SUPPORT PORTAL INSTRUCTIONS

- 📄 **Contact Telephone #** - Enter best phone number to reach you.
- 📄 **Subject** - You will need to put in a Subject, for example “error message number”.
- 📄 **Priority** – Pick from the list the Priority of the ticket.
- 📄 **Entity ID** – Enter Intacct entity ID, this will help in duplicating and identifying the problem.
- 📄 **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 *". Below the dropdowns are two buttons: "Submit" and "Cancel". At the bottom of the form, there 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.