1. [https://rcab.blumshapiro.com/support/home](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.

   ![Support Portal Screen](image1.png)

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”**.

![Login Prompt](image2.png)
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.
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.

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.