BEMA SUPPORT PLUGIN

INTRODUCTION

BEMA Services is your premiere Rock Partner. We not only specialize in Data Migrations and Custom Development, but we also offer a monthly Support package to help bridge the gap.

The Support Plugin allows anyone in your Rock environment to have a voice. Take the middle man out of the equation and streamline your support today with the BEMA Support Plugin.

SETUP

After you have installed the BEMA Support plugin, you should now have a new BEMA Support icon under Admin Tools > Installed Plugins.
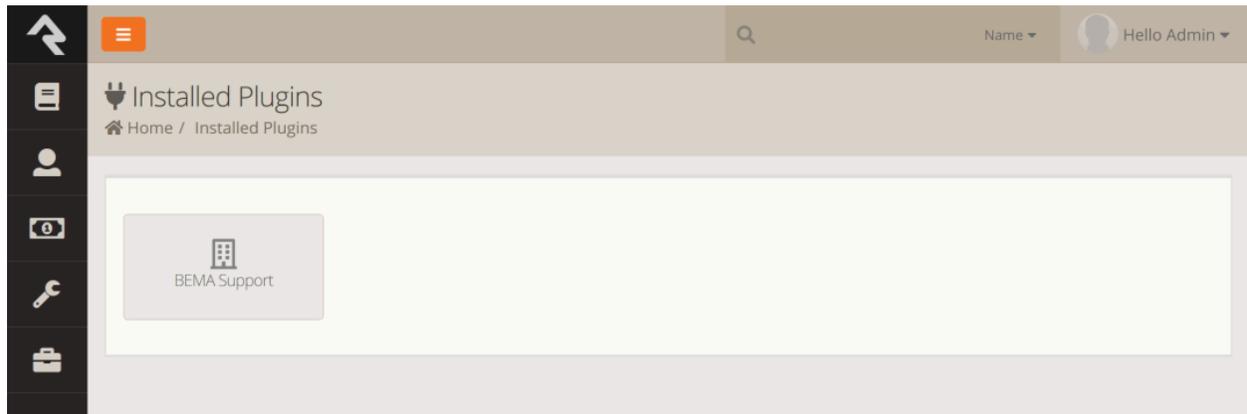
GETTING STARTED

Configuring the BEMA Support Plugin is an extremely simple task. Let's take a look:

1. Click on the BEMA Support icon under Admin Tools > Installed Plugins
2. You will be greeted with the "Initial Setup Wizard"
   a. This required step allows us to register you in our Support System
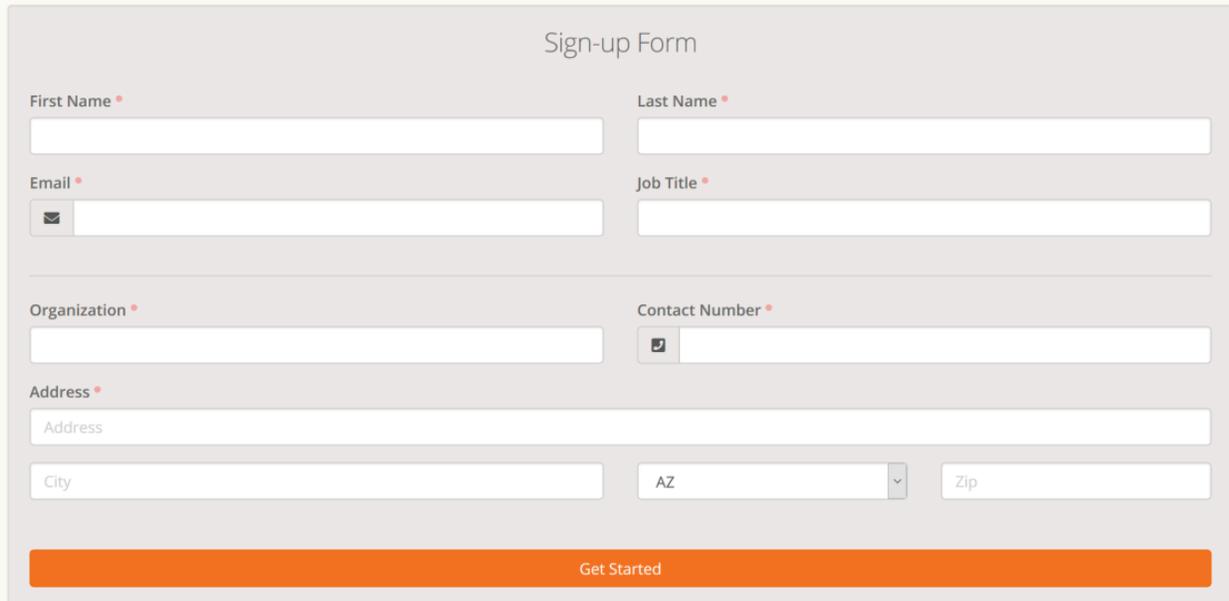
3. Fill out the form, and click Get Started
   a. *The information entered here is considered confidential, and it will be handled as such*
4. Upon submission, you should see a success message like this

5. As stated in the message, you will receive a phone call within two business days notifying you of successful registration

At this point, configuration is complete.

SECURITY

By default, the BEMA Support Plugin only allows members of the **RSR – Rock Administration** security role to see all your organizations Support Requests. If you would like to change this to a different security role, you can simply update the Block Setting.
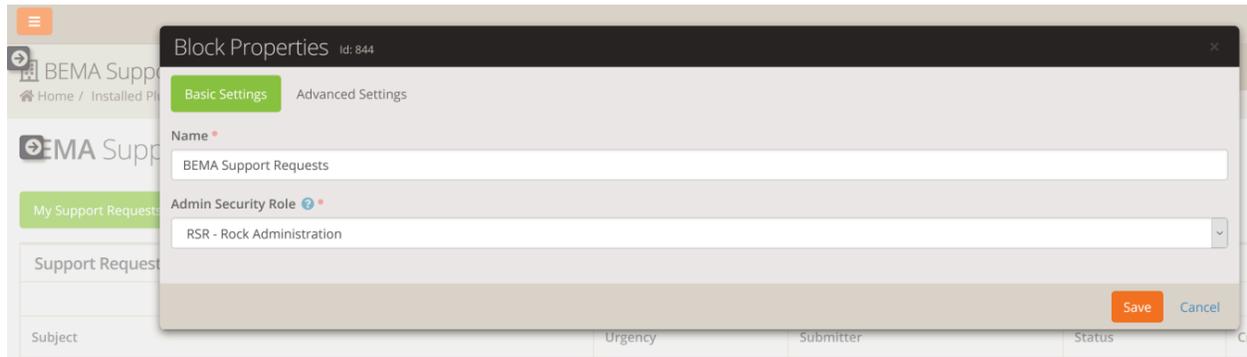
SUBMITTING SUPPORT REQUEST

The BEMA Support Plugin has been built from the ground up with simplicity in mind. Let's take a look at what is involved with creating a Support Request.

1. Click on the BEMA Support icon under Admin Tools > Installed Plugins
2. Click the **Create Support Request** button in the top right corner
3. Enter the Subject, Description, and Urgency

4. Finish off the process by clicking Submit

Congratulations. You have just submitted your first BEMA Support Request. A BEMA Support Specialist will contact you within 2 business hours (Central Time).

VIEWING SUPPORT REQUESTS

In the typical ticketing system, the process of viewing Support Request often times is a poor user experience. Most of the time, you end up completely overwhelmed by the amount of information on screen and confused by what all the different options do.

We took both these point into consideration, and we believe we have a perfect balance in the BEMA Support Plugin. In the previous step, we created a Support Request. Let's explore the viewing aspect in more detail.

1. Click on the BEMA Support icon under Admin Tools > Installed Plugins
2. The very first screen you will land on is the My Support Request screen
   a. This screen is going to display Support Request you have created that have not been closed
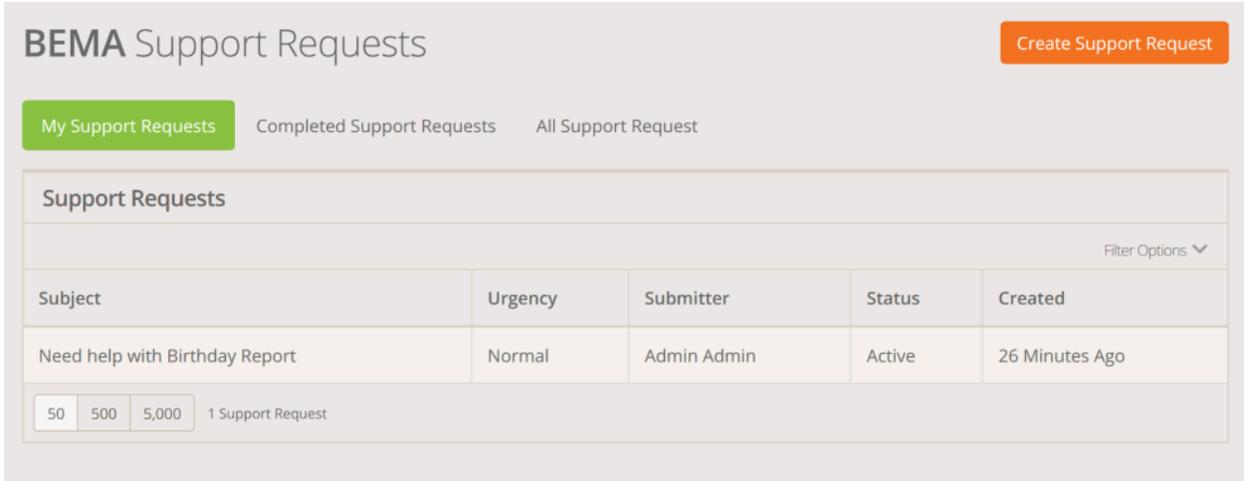
3. Clicking on the request will bring up the detail view
4. From here, you can add updates via the Updates Plus button
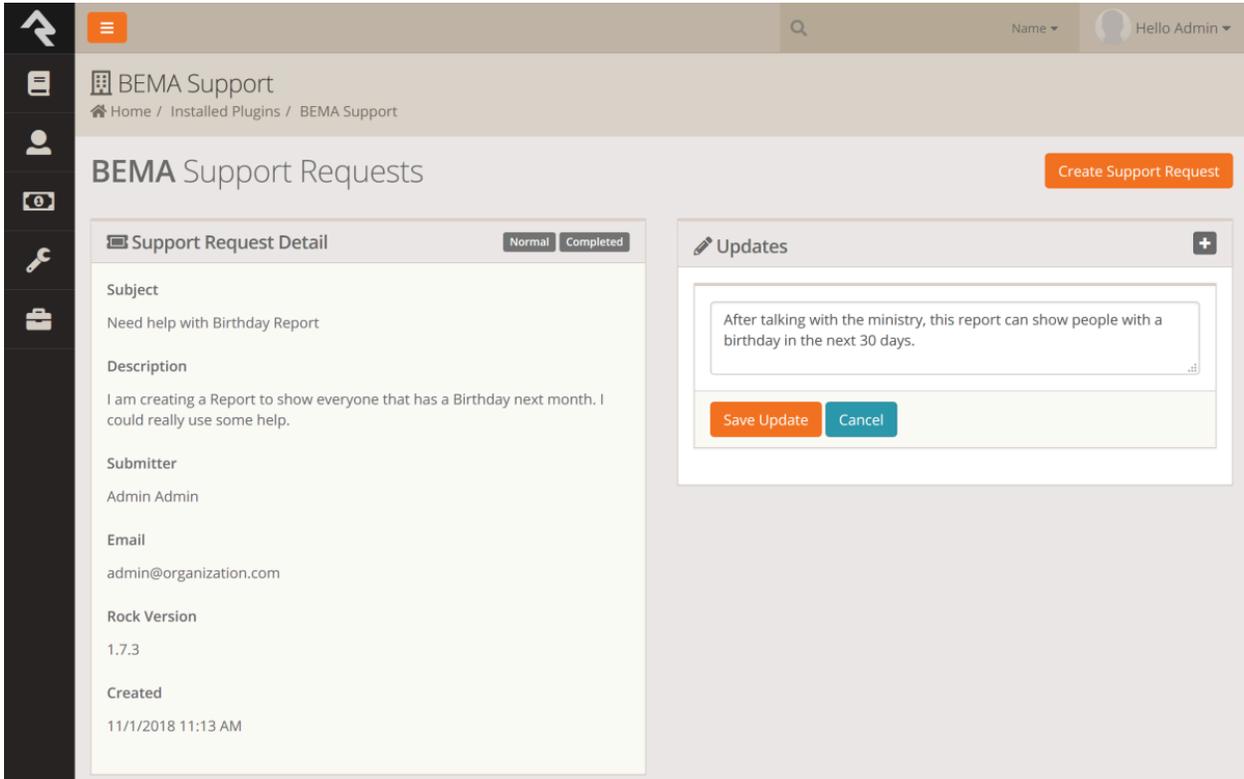
VIEWING COMPLETED AND ALL REQUEST

From time to time, you may want to see previously reported Support Request. With the built in Completed Request feature, this is a very simple task.

From the BEMA Support Plugin, simply click the **Completed Support Requests** button. This will display all the issues you have reported that have been fixed by the BEMA Support Staff.

If you would like to view issues other Staff at your organization have reported, you can simply click the All Support Request. *Please note, you must be in the proper security role discussed above.*