EasyPower Support Update and FAQ

Introduction

We will soon transition EasyPower Technical Support to the **Bentley Support Portal**. **Effective February 28, 2025**, the existing email and phone methods for contacting EasyPower Technical Support will no longer accept support inquiries. All new issues or requests must be submitted through the **Bentley Support Portal**.

Please use **1-800-BENTLEY (1-800-236-8539)** to contact support by phone.

To submit a support Case, a user must have a Bentley account set up and be affiliated with an organization. An Account Administrator will need to add users to their account using **User Management** to affiliate them with their organization. *If your organization has already upgraded to EasyPower 2024, then your users should be ready to submit Cases through the portal.*

Please refer to the chart below to determine your readiness to submit Cases and identify any potential next steps.

Administrator Registration	User Status	Next Steps
Complete	Users have been added in **User Management**.	Ready to submit support Cases, to the Bentley Support Portal.
	Users have *not* been added in **User Management**.	You will need to add your EasyPower users so they appear in **User Management**. IMPORTANT: If this step isn't completed, users will not be able to submit support Cases.
Incomplete	Administrator	1. Set Up Bentley Account: Complete registration at Bentley's **CONNECT Center**. Use the "Forgot Password" option on the login page to complete your registration. 2. Add Users: Add your users so they appear in **User Management**. This tool serves as your resource for maintaining users, assigning user roles, managing fulfillment contacts, and handling domains. • **Federated Accounts**: If your account is federated with Bentley, you will be directed to your corporate sign-in page to log in using your existing credentials.
	Unaffiliated user	You will need to contact your Administrator to add you to the account. For assistance in locating your Administrator, follow the "**Find my Administrator**" steps. IMPORTANT: If no Administrator information is listed, please contact User Management Support by phone using the **Contact Us** option.

Frequently Asked Questions (FAQ)

1. **Do I need a Bentley Account to submit a support Case?**

    Yes. All users who want to submit a support Case must log in and be affiliated with an account.

2. **I am not the Administrator. How do I become associated with my organization?**

    You will need to contact your Administrator to add you to the account. For assistance in locating your Administrator, follow the "**Find my Administrator**" steps.

    IMPORTANT: If no Administrator information is listed, please contact User Management Support by phone using the **Contact Us** option.

3. **How can I update my Account Administrator if they no longer work for my company or should no longer be associated with the account?**

    You will need to provide a letter on company letterhead specifying who the new Administrator should be. The letter must include the following details:

    *   full name
    *   email address, and
    *   a business justification for the change.

    If you are unable to submit the request to User Admin Support yourself, please contact us by phone for assistance using the **Contact Us** option.
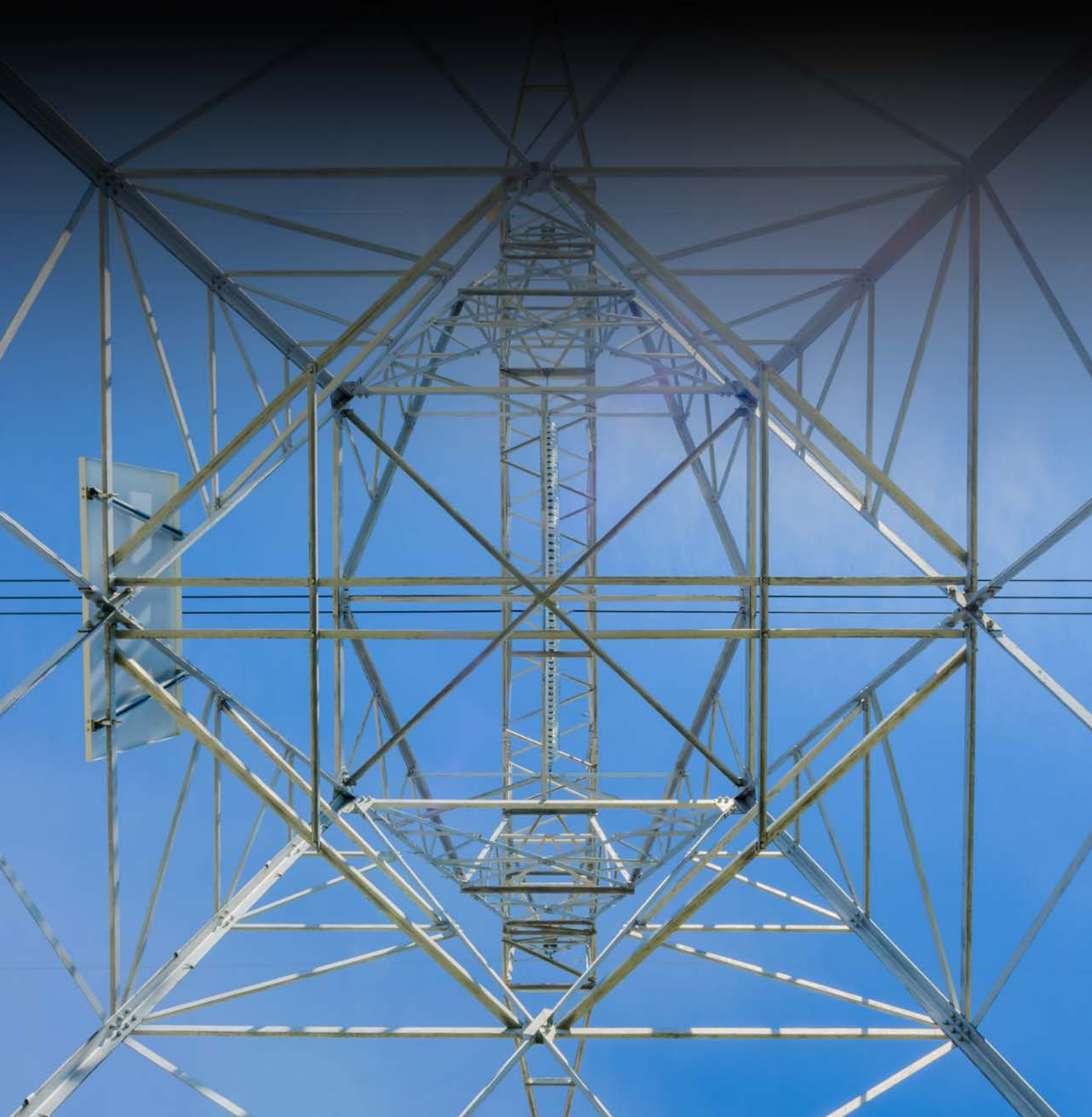
4. **Where do I submit a Case?**

    *   You can log in to the **Bentley Support Portal**. If you do not already have an account, you can register and create one.
    *   Alternatively, you can go to the **CONNECT Center** and click "New Case."

5. **What happens to any outstanding help requests?**

    Any open support requests will be addressed and resolved through the existing support Cases.

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