Support Administrator and Security Contact for

My Support Portal

Use this form to designate resources as **Support Administrators** and / or **Security Contacts** for [My Support Portal](https://msp.pega.com/) for your organization.

These resources must have an active Pega account before they can be set up with My Support Portal roles **via My Pega Manage Users.**  If they do not yet have one, they can [create their Pega account here](https://accounts.pega.com/register).

You will need to designate at least one registered **Support Administrator** (formerly known as **Account Administrator** or **Support Contact Administrator**) for your company. A minimum of 3 Support Administrators are recommended for contingency purposes.

The **Support Administrator** is responsible for ensuring that designated individuals in a company have appropriate role-based access to the company’s support and self-service resources at Pega.

The **Support Administrator** should be limited to individuals with knowledge of the project team(s) and should be available to administer the list of team members who can submit a formal Support tickets in My Support Portal.

|  |  |  |
| --- | --- | --- |
| First Name | **Last Name** | **Email Address** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

Once these individuals are registered as Support Administrators, they should refer to [Understanding Support user roles](https://support.pega.com/support-doc/understanding-support-user-roles) for details of the roles required and [Manage support contacts](https://support.pega.com/support-doc/managing-support-contacts) for information on how to affiliate users and assign their roles.

Please designate a registered **Security Contact** for your account. The **Security Contact** may receive special security alert notifications from Pegasystems. Only a Senior Manager or someone specifically tasked with handling security issues should be selected for this role.

|  |  |  |
| --- | --- | --- |
| **First Name** | **Last Name** | **Email Address** |
|  |  |  |
|  |  |  |
|  |  |  |

Please complete and return this form via email to [support@accounts.pega.com](mailto:support@accounts.pega.com) to get your account fully set up.