

Comtech is migrating CyberStronger® customer trouble ticket intake from Zendesk to our new Allerium Service Portal, powered by BMC Digital Workplace. Going forward, you will log in to the Service Portal and submit trouble tickets there. You can also add updates and attachments to existing requests.

Accessing the Service Portal

To access the Service Portal, you must first set up an account.

To set up a Service Portal account:

Step 1 Navigate to the system using the following link: <https://service.cyberstronger.com>

Step 2 Create an account using **your email address**.

You will receive an email from **digitalworkplace@onbmc.com** with a confirmation code. Use the code to confirm your email address.

Outcome Upon account creation, you may then sign in.

Submitting a Trouble Ticket

To create and submit a trouble ticket:

Step 1 Select **All Catalog Items**.

Step 2 Select the tile, **CyberStronger Support Request**.

Step 3 Enter values for the following fields:

- **Email address**
- **Class Name** – Class affected by the issue.
- **Organization Name**
- **User Role** (select from drop-down):
 - Student
 - Instructor
 - Administrator
 - Other
- **Callback number** – Callback phone number, if needed.
- **Subject** – Brief description of issue.
- **Lab Name** – For example: Secure Software Developer – C# – Access Control
- **Lab Instance ID** – Found in Help Section of Lab.
- **Lab Host** – Found in Help Section of Lab.
- **Problem Step** – Instruction step with the issue.
- **Description**

- Add as much issue detail as possible.
- Add up to five images.
- **Attachment** – Attach up to 10.00 MB or 5 files. Subsequently, you may attach more if needed.

Step 4 Select **Submit**.

Outcome The system submits the trouble ticket.

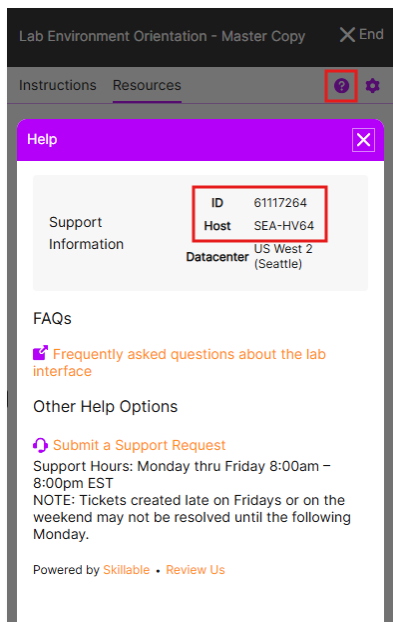
Tips for Faster Resolution

- Provide as much detail as possible.
- Provide clear impact and urgency.
- Attach the most relevant artifacts, such as screenshots of any errors.
- Enter replies within the trouble ticket thread rather than opening duplicate tickets for the same issue (unless instructed).

FAQs

Q: Where do I find the lab instance ID and host information?

A: That information is located in the virtual lab environment under the Help (?) icon of the instruction pane.



Q: I am a current Comtech Zendesk user. Should I still use Zendesk?

A: After cutover, create new trouble tickets in the Allerium Service Portal. Zendesk will no longer be the primary intake system.

Q: Will I still get email notifications?

A: Yes, you should receive email updates for trouble ticket activity; the exact recipients and triggers may vary by service and configuration.

Q: If I reply to an email notification, will it automatically update my ticket?

A: Only activity within the portal or that a Comtech employee submits is available in the portal. Replying to an email notification with the full Incident number as a prefix will update the ticket for internal staff, but is not available in the portal.

Q: I cannot see my old tickets.

A: Comtech does not migrate historical tickets. Only tickets you open will be visible.

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Comtech complies per the following organizations:



ISO 9001 - Quality Management System



TL9000 - Communications Quality Management System



ISO 27001 – Information Security Standard



NIST 800-53 – Security Compliance Standard

NasdaqGS: CMTL

Point of Contact

Contact: [Helix Platform Support](#)

Document History

Doc. Ver.	Date	Description
Release 1.0	22 May 2026	Initial document release.