

Dear Valued Bank Muscat Supplier

This user guide will assist you to log a ticket to Jaggaer Global Customer Care for assistance with the usage of the portal.

Please follow the steps below:

**Step 1:** Access the Bank Muscat eSourcing Portal by accessing the URL:

<https://bankmuscat.bravosolution.com/>



The screenshot shows the Bank Muscat eSourcing Portal homepage. At the top is a banner with the Bank Muscat logo and a group of people. Below the banner is a "Welcome to bank muscat eSourcing Portal" section with a description of the portal's purpose and a "Log-in or Register" section with input fields for username and password, a "Log-in" button, a "Forgot your password?" link, and a "Register" button. On the right side, there are three sidebar sections: "Opportunities" with links for "Current Opportunities" and "Past Opportunities"; "eSourcing Helpdesk" with a "Need assistance?" section containing links for "Global Support Numbers" and "Supplier Support Webform"; and "Supplier Technical Support" with a link for "Supplier Help Information".

**Step 2:** Click on the link to, "Supplier Support Webform" available under the "eSourcing Helpdesk" section.



**Step 3:** Fill in the form as below. Please note that all fields marked with an asterisk are mandatory.

All fields with an \* are required to submit a ticket

Supplier Company Name\*:  Enter your company name.

Contact Name\*:  Provide your name.

Email\*:  Enter a valid email address.

Phone:

Case Language\*: -None- ▼

Username:

Issue URL\*: (This is the address of the page you are having issues on)  Enter Bank Muscat eSourcing Portal URL

Subject\*

Description\*:  
(please include information such as Event Name, PO Number, Auth Code, Account ID, etc. as applicable)

**Step 4:** Click on Submit

Once you click on submit, a ticket is created and submitted to Jaggaer Global Customer Care (GCC).

You will receive a confirmation email from [noreply@jaggaer.com](mailto:noreply@jaggaer.com) confirming the ticket submission and your ticket number. Please do not respond to this email.

The GCC team will respond to you and you will receive an email from [sqsupport@jaggaer.com](mailto:sqsupport@jaggaer.com).

Kindly ensure to whitelist [sqsupport@jaggaer.com](mailto:sqsupport@jaggaer.com) so that you receive timely assistance on your tickets.