

Handling Migration Cases: Guide for support centres

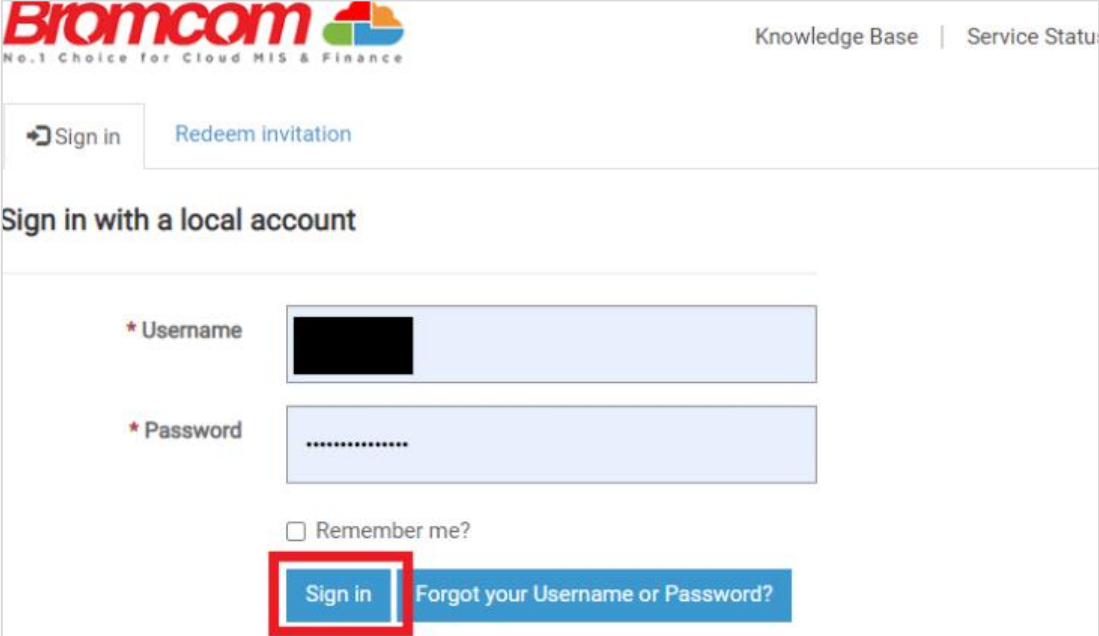
Case handling process

Each migration for a school migrating to Bromcom is managed via a support case (support "ticket"). Bromcom creates these for each school, and they are assigned to the agreed contact at the support centre.

How to Sign into support

Navigate to <https://help.bromcom.com/SignIn>

Sign in by entering the credentials and clicking **Sign In**:



The screenshot shows the Bromcom support portal sign-in page. At the top, the Bromcom logo is on the left, and 'Knowledge Base' and 'Service Status' are on the right. Below the logo, there are two links: 'Sign in' (with a key icon) and 'Redeem invitation'. The main heading is 'Sign in with a local account'. Below this, there are two input fields: 'Username' and 'Password', both marked with a red asterisk. The 'Username' field contains a blacked-out text. The 'Password' field contains a series of dots. Below the password field is a checkbox labeled 'Remember me?'. At the bottom, there is a blue 'Sign in' button, which is highlighted with a red rectangle, and a blue link 'Forgot your Username or Password?'.

Navigate to **My Support** where you will see the list of cases.

Support

Open Cases

Search

Export to Excel

Estimated Resolution Date (Software Fix Cases only)

Ticket Type	Case Type	Priority	Title	Incident/Service Ticket?	Status	Ticket Number	Customer Own Ref	Priority	Customer	Product	Contact	Created On
<input type="checkbox"/> Training Ticket	<input type="checkbox"/> Complaint	<input type="checkbox"/> System Down	Unable to see timetable	Service Ticket	Resolved and Awaiting Confirmation	CAS-210228-VH49Q9		Project	Bromcom Head Office	Setup		21/04/2022 12:34 PM
<input type="checkbox"/> Incident Ticket	<input type="checkbox"/> Configuration	<input type="checkbox"/> Critical	Leaver - update dinner balance to 0	Service Ticket	Resolved and Awaiting Confirmation	CAS-210212-R2C7F2		Project	Bromcom Head Office	Dinner		21/04/2022 12:00 PM
<input type="checkbox"/> Service Ticket	<input type="checkbox"/> Fault	<input type="checkbox"/> High	Set up auto email re: Behaviour Event	Service Ticket	Resolved and Awaiting Confirmation	CAS-210181-J8T3L1		Project	Bromcom Head Office	Communication		21/04/2022 11:06 AM
	<input type="checkbox"/> Incident Routine Task	<input type="checkbox"/> Medium	Reports > Administration > Student Exclusions Report - Multiple Option hardcoded to Fixed Term Exclusions and does not show Suspensions	Incident Ticket	Software Fix Required	CAS-209489-P2T5N4		Low	Bromcom Head Office	Administration		12/04/2022 12:35 PM

How to find the Migration Case

To get to the case you want to update, either go through the list and click **Title**, or use the **Search** box.

The cases will have the following naming convention as the **Case Title**: Site ID School Name. So, the **Case Title** would look like: 15000 Bromcom School

How to Add a Comment to the Case

When you are running the migration you should update each case by adding a **Comment** at the following points:

- When you have started running the migration
- When the migration has completed
- If the migration errors – this must be updated as soon as possible after the error occurs to give Bromcom time to fix this.


Please do not update the **Status** of the case. Bromcom will close all cases once we confirm that the data is migrated, and the system has been uploaded to our servers.

Unable to see timetable


Service Ticket

Active - Resolved and Awaiting Confirmation

Case Number	Customer *
CAS-210228-V4H6Q9	Bromcom Head Office
Owner *	Customer Own Ref
	—
Priority *	Estimated Resolution Date
Project	—
First Response SLA Status	
Succeeded	
Description	
Timetable set up for new staff member - but staff member is unable to see this when she logs in. Advised Modules > Setup > System Users Check user account is set up and linked to the new staff member.	
Timeline	



Type your comment into the box and click **Submit**.



Home > Support > CAS-210228-V4H6Q9

Unable to see

Service Ticket

Active - Resolved and Awaiting Confirmation

Case Number	Customer *
CAS-210228-V4H6Q9	Bromcom Head Office
Owner *	Customer Own Ref
	—

Add a Comment

Comment

Attach a file

No file chosen