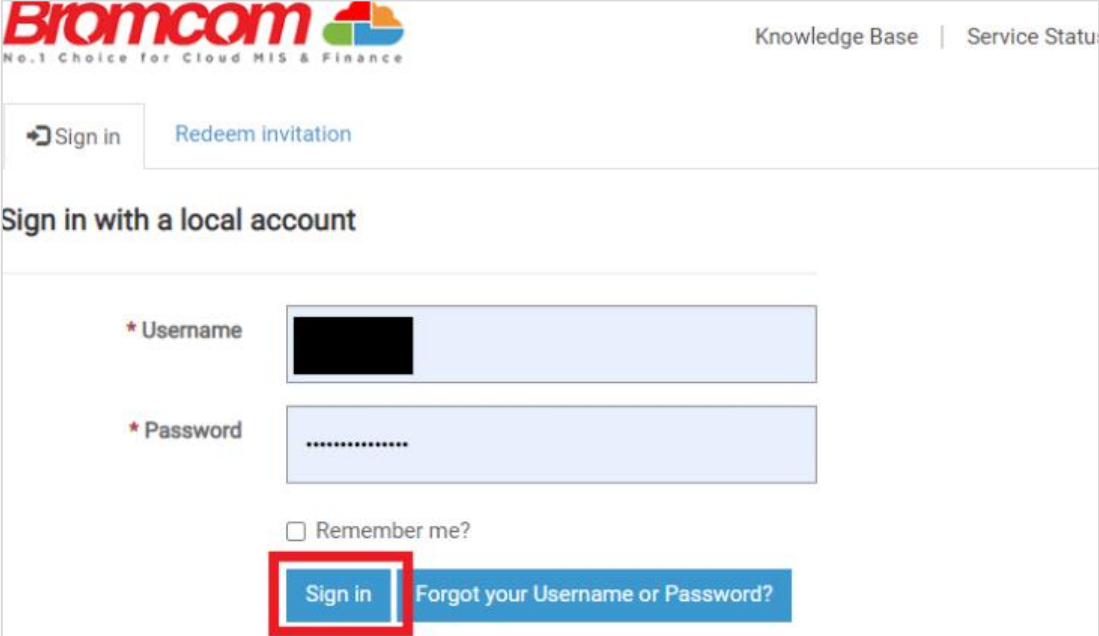# Handling Migration Cases: Guide for support centres

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:**

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

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.

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