

Bromcom Support Portal



BROMCOM SUPPORT PORTAL

Welcome to the New Bromcom Support Portal.

Please have a look through following Guide to learn how to use the Portal, and how to get the best from it.

Home

This will take you to the Bromcom Homepage.

Forums

This will take you to the Bromcom Forums.

Knowledge Base

This is available once you [Sign in.](#)

This is a new Feature for the Portal. The Knowledge Base contains guides, and solutions for common Issues. Please have a look here before raising a New Case, as your question may have been previously answered.

Ideas

This is available once you [Sign In.](#)

This has replaced the Development Ideas Page from the Support Site, so any Development Ideas you may have can be raised here.



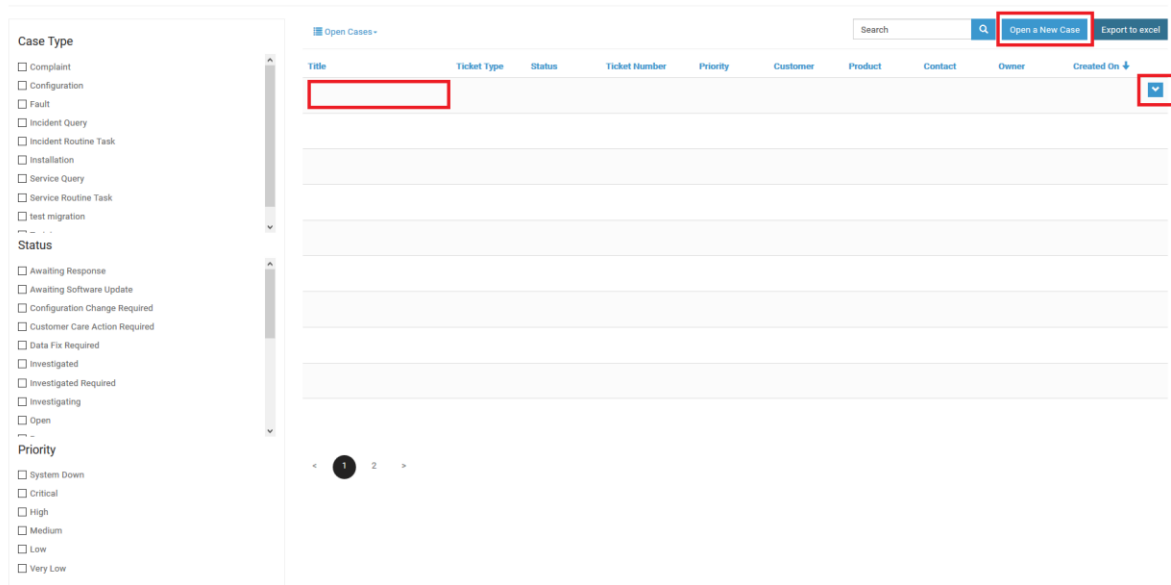
My Support

This is available once you [Sign In](#).

This is where you will raise new Cases, and Manage your existing or previous ones.

On the Left, you can filter the Cases by Type, Status or Priority.

Support



The screenshot displays the 'Support' interface. On the left, there is a 'Case Type' filter section with a scrollable list of categories including Complaint, Configuration, Fault, Incident Query, Incident Routine Task, Installation, Service Query, Service Routine Task, test migration, Status, and Priority. The 'Status' section includes options like Awaiting Response, Awaiting Software Update, Configuration Change Required, Customer Care Action Required, Data Fix Required, Investigated, Investigated Required, Investigating, Open, and Priority includes System Down, Critical, High, Medium, Low, and Very Low. The main area shows a table of 'Open Cases' with columns: Title, Ticket Type, Status, Ticket Number, Priority, Customer, Product, Contact, Owner, and Created On. A search bar and 'Open a New Case' button are at the top right. A red box highlights the 'Open a New Case' button, and another red box highlights a dropdown arrow in the 'Created On' column of the first row. The table currently contains no data rows.

You can view the details of a Case by either clicking on the Case Title, or clicking on the Dropdown on the right of the Row and selecting “View Details”



You can raise a new Case by clicking “Open a New Case”





Opening a New Case:

Open a New Case


Title *


Customer *  


Contact * 

Ticket Type 

Priority *

Case Type * 

Product 

Sub-Type * 

Description

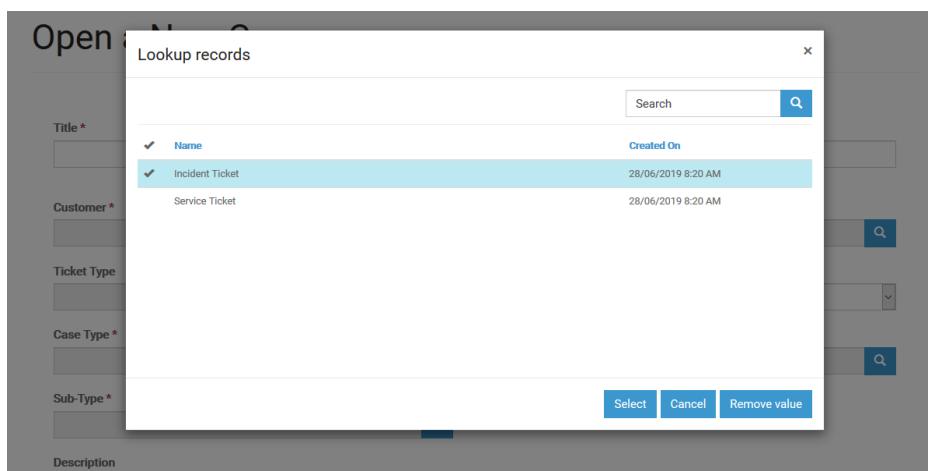
Attach a file

No files selected.

Please go through each field and fill in the information. Fields marked with a * are mandatory, and must be completed.

Please use the Search Icon on the right of each row to select the relevant information.

Example:



Lookup records

Name	Created On
Incident Ticket	28/06/2019 8:20 AM
Service Ticket	28/06/2019 8:20 AM

Select Cancel Remove value



When you enter the Case Title when creating a new Case, your text will search the Knowledgebase – which may save you the need to raise a new Call if your question has previously been answered.

Open a New Case

Title *

Suggested topics

[Unable to login](#)
... [Unable to login](#) ...
[Knowledge Base](#)

As always, we encourage you to add as much detail as possible to aide the Helpdesk with investigating your Issue/Query which will allow them to provide a better response time.

Documentation Center

This will take you to the Bromcom Documentation Center.

Bromcom Support

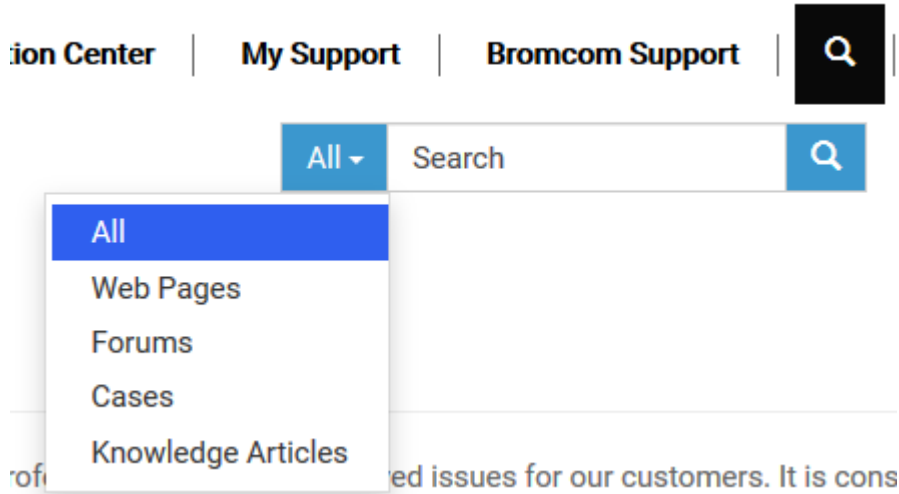
This will take you to the current Bromcom Support Site.

You can access this using your existing Support Login.



Search

This will allow you to search the Portal for information.



Sign In

Sign in with a local account

* Username

* Password

Remember me?

Sign in

Forgot your password?

When you first visit this area you will be asked for your Username and Password.

These credentials are not the same as your current Support credentials – you will need to create a New Account.

You should have received an Invitation from the Customer Care Team to the Portal .

Please click on Redeem Invitation, and enter the Code.

Sign up with an invitation code

* Invitation code

I have an existing account

If you do not have an Invitation, please contact the Customer Care Team on:

CustomerCareTeam@bromcom.com

0208 290 7155



My Account: Profile

This is where you can change your Username and Password if needed, change your Contact Preferences, and confirm your information is correct.

For any changes to the information, please contact the Customer Care Team.

