

Brampton College now has an IT Support helpdesk. <http://bramptoncollege.freshdesk.com>

You should use the above website to log all IT support and training requests.

Telephone calls to the IT office will be set up as tickets in the IT support helpdesk.

Getting started

You should have received an email that looks similar to the following:

Hi Ian Simpson (test),

A new Brampton College account has been created for you.

Click the url below to activate your account and select a password!

<https://bramptoncollege.freshdesk.com/register/7sWaPdEdhlpOji8mVqe>

If the above URL does not work try copying and pasting it into your browser. If you continue to have problems, please feel free to contact us.

Regards,
Brampton College

1. Click on the link and enter your chosen password (must have at least 8 characters):

BRAMPTON COLLEGE
Independent Sixth Form College

25 YEARS
Support Portal

Activate Your Account
Please confirm your details and set a password for your account

Full name *

Enter Password *

Retype Password *

ACTIVATE AND LOG IN

2. Open a web browser and navigate to <http://bramptoncollege.freshdesk.com>

BRAMPTON COLLEGE
Independent Sixth Form College

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Support Portal

Welcome

LOGIN **SIGN UP**

Home Solutions

Login to the support portal
Enter the details below

☒ Remember me on this computer

[Forgot your password?](#)

LOGIN

Sign up

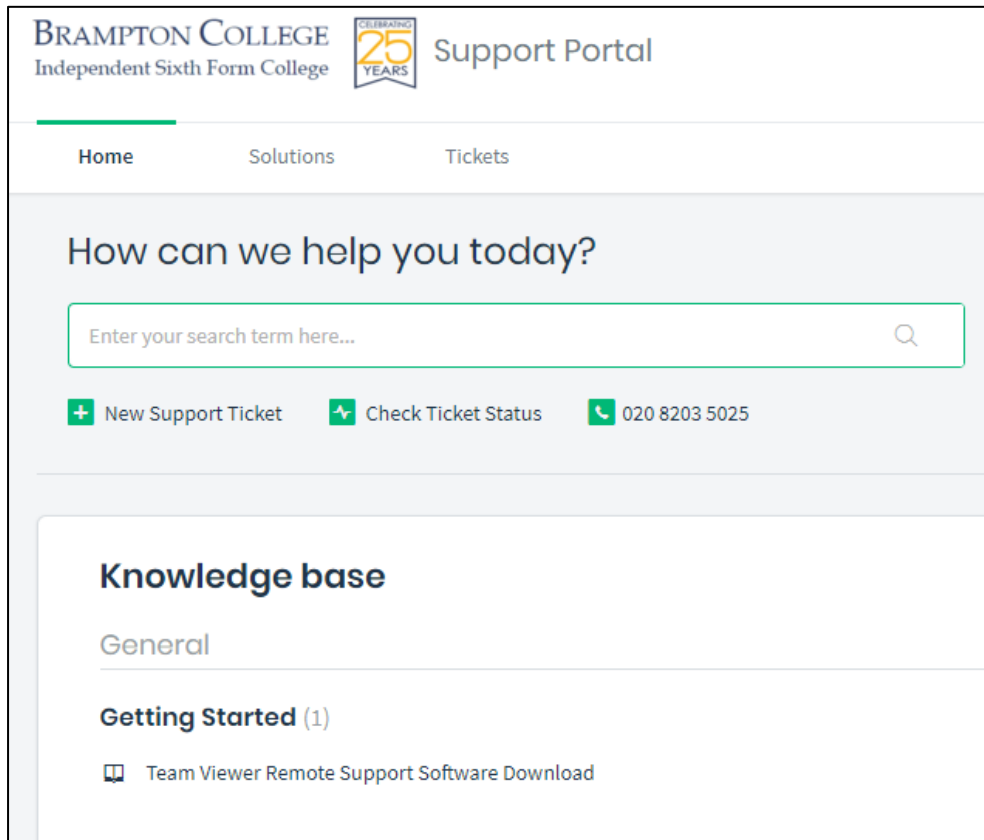
SIGN UP WITH US

Once you sign up, you will have complete access to our self service portal and you can use your account to raise support tickets and track their status.

Comments on the new system are welcome! Please feel free to drop into room 16 (IT Office) and chat with Ian, Raghu or Dami.

3. Log in with your email address and password

You will see this screen:



The screenshot shows the Brampton College Support Portal. At the top, the college's name and logo are displayed alongside a 'Support Portal' title. Below this is a navigation bar with 'Home', 'Solutions', and 'Tickets' links. The main heading asks 'How can we help you today?'. A search bar with the placeholder 'Enter your search term here...' and a magnifying glass icon is provided. Below the search bar are three buttons: '+ New Support Ticket', '+ Check Ticket Status', and a phone icon with the number '020 8203 5025'. The 'Knowledge base' section is visible, with a 'General' category selected. Under 'Getting Started (1)', there is a link for 'Team Viewer Remote Support Software Download'.

You can now create a new support ticket or see a list of previously raised support tickets.