

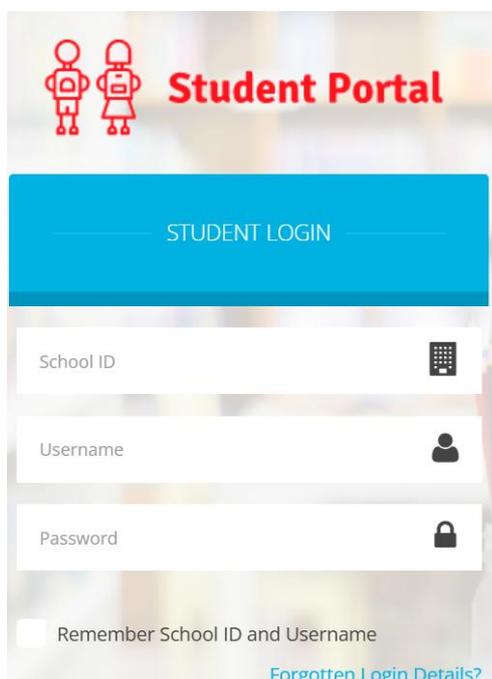


## Bromcom Student Portal Troubleshooting guide

Your **invitation code** for the Student Portal **will only work once**. Once your account is activated, if you are having issues signing in, please check the following, as these are the most common causes of problems.

1. Are you definitely trying to log into the **Student Portal** at <https://www.bromcomvle.com/>?
2. When asked for your **username**, are you using this rather than your email address?
  - Bromcom usernames are the same as your username for the school network.
  - Watch out for autocorrect – your device might have changed things as you typed them in.
3. When asked for your **email address**, have you definitely typed it in correctly?
  - The ending should be @northgate.suffolk.sch.uk.
  - Again, watch out for autocorrect – your device might have changed things as you typed.
4. Have you definitely got the correct **school code** – 15392?

If you are doing all of these things correctly, the next thing is to try a password reset, as follows:



1. On the main student portal log in screen, click on [Forgotten Login Details](#).

2. This will send a password reset to your recovery email address. For most of you, this will be your school email address (it might be different if you gave a different email address when you created your account).
3. Use the link to reset your password, remembering that it must be at least 8 characters and have:
  - One upper case letter
  - One lower case letter
  - One number
  - One special character

**If you are still having issues after trying all of this**, please email [bromcom@northgate.suffolk.sch.uk](mailto:bromcom@northgate.suffolk.sch.uk) or visit the Tech Support team and we will assist.