

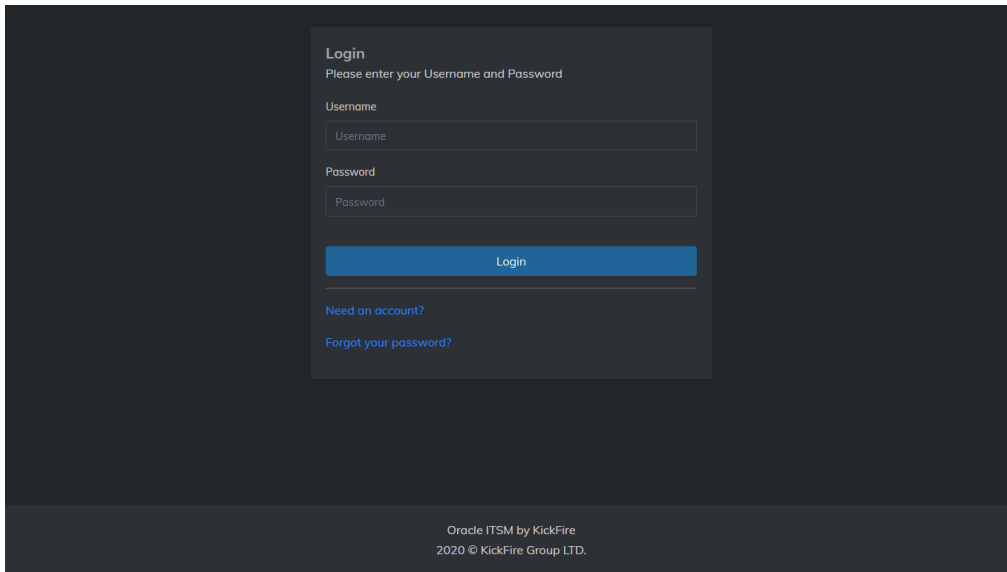
## Support System

### Introduction

The MyParishCouncil support system is there so you have access to a team who can fix any issues you find asap. It is not intended as a Q&A area so please do read the training materials before raising a ticket.

### Creating an Account

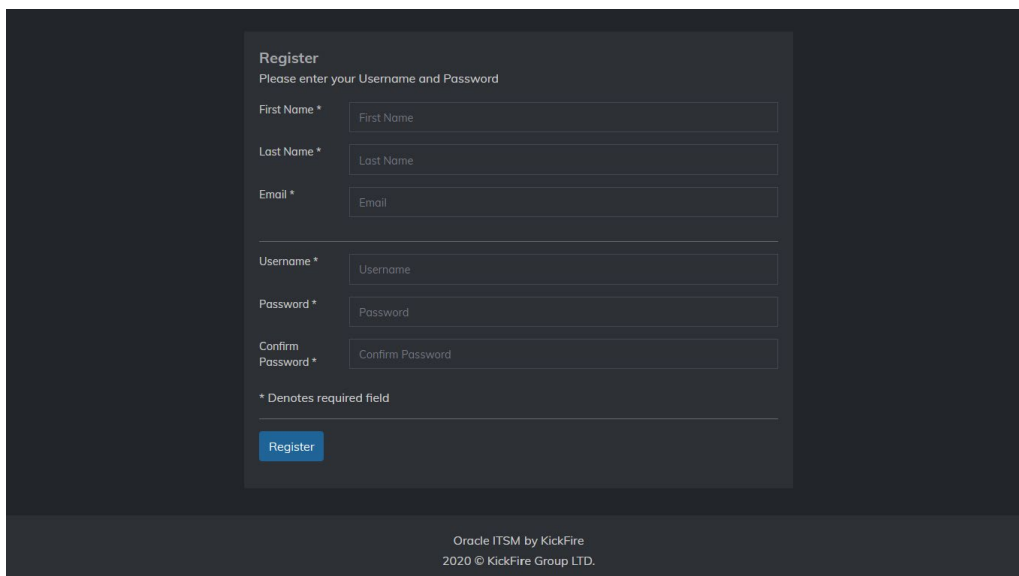
The first thing you need to do is create an account. Do that by navigating to <https://support.myparishcouncil.co.uk/>. You will see the a login screen like the one below.



The screenshot shows a dark-themed login form. At the top, it says "Login" and "Please enter your Username and Password". There are two input fields: "Username" and "Password". Below the fields is a blue "Login" button. At the bottom of the form, there are two links: "Need an account?" and "Forgot your password?". At the very bottom of the page, there is small text: "Oracle ITSM by KickFire" and "2020 © KickFire Group LTD."

Next select “Need and account?” and complete the details on the form shown.

*“Your password must be at least 12 characters long”*



The screenshot shows a dark-themed register form. At the top, it says "Register" and "Please enter your Username and Password". There are five input fields: "First Name \*", "Last Name \*", "Email \*", "Username \*", and "Password \*". Below the "Password \*" field is a "Confirm Password \*" field. At the bottom of the form, there is a blue "Register" button. Below the button, there is a note: "\* Denotes required field". At the very bottom of the page, there is small text: "Oracle ITSM by KickFire" and "2020 © KickFire Group LTD."



An email will be sent to the email you provided and you must activate your account by using the link within it (see redacted version below)



### Registration Confirmation

Hello [REDACTED]

Someone using the following email address: [REDACTED] has recently registered on the My Parish Council Support site.

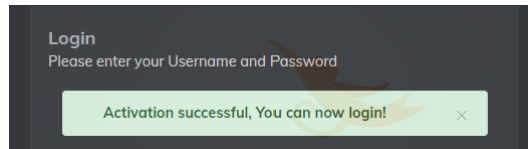
If you did not request this, please delete this email. The request will expire automatically shortly.

If you did register, please click on the button/link below to verify your request.



TEEC Ltd  
10-11 West Mills Yard, Newbury, Berkshire, RG145LP UK  
01635 282361

Once you use the link you will be taken to a browser and should see the following confirmation



The support team will be prompted to assign you to the correct Organisation so you can start to raise tickets. This should be quick as the organisations are set during the onboarding process.