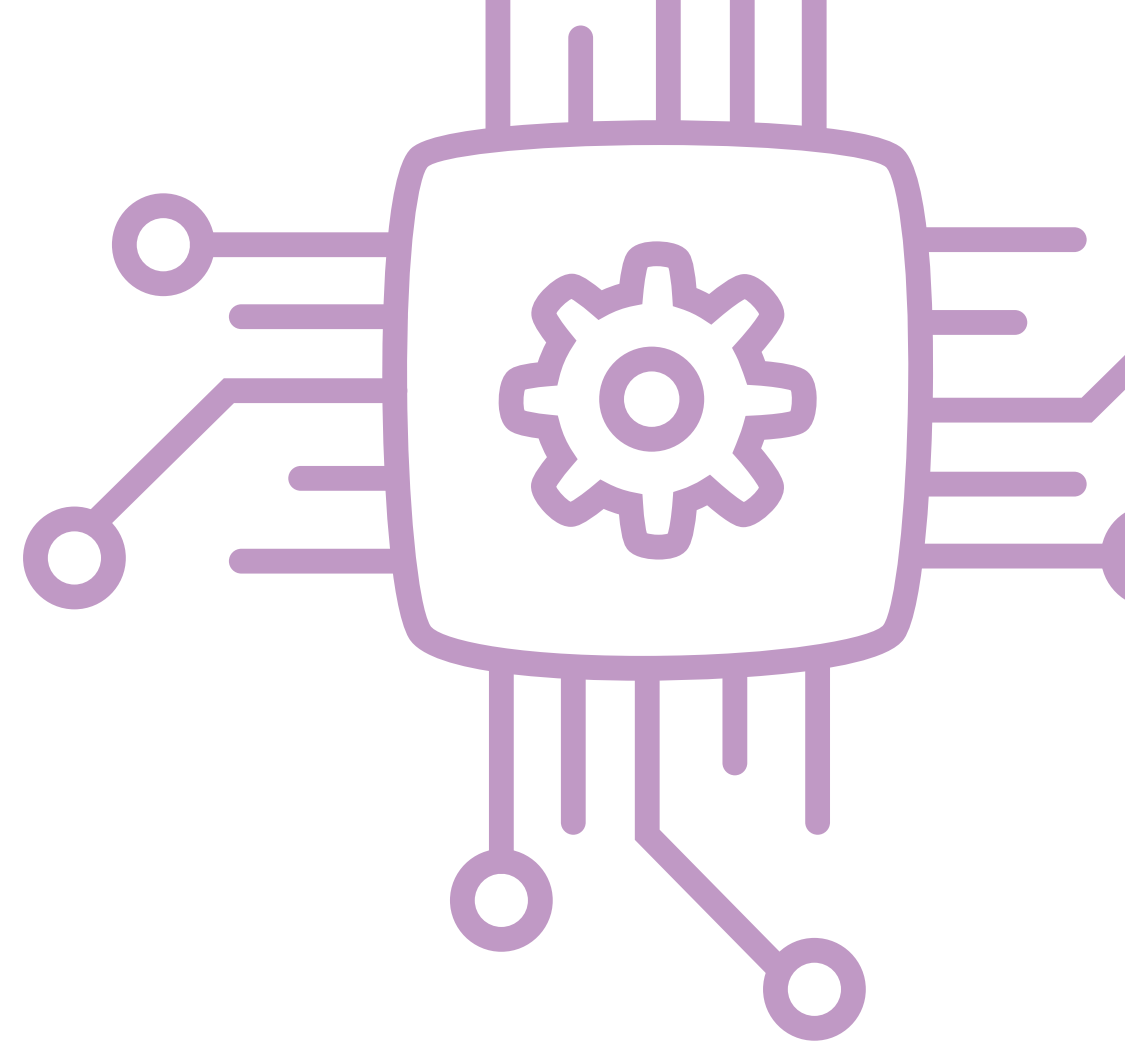


# IT Support



**[support@bdmat.org.uk](mailto:support@bdmat.org.uk)**

**<https://support.bdmat.org.uk>**

## **Please be as descriptive as possible.**

The more information about your problem you can include, the faster we'll be able to solve it. Things that really help us include:

- What are you trying to do?
- What should happen?
- What's happening instead?
- What have you tried to fix or troubleshoot it?
- Who else is affected?
- How often does this issue arise?

## **Please create a separate ticket for each issue**

If you have multiple IT problems, it really helps us if you are able to send a separate email, or create a separate ticket for each one. This way we can track and reply to them separately.

## **Please raise the issue yourself**

It helps us immensely if we can talk directly to the person who has the issue. We will reply to you, so please check your email for replies from us, or visit the helpdesk online (<https://support.bdmat.org.uk>) to check for updates.

