HELP LIMIT THE BACK-AND-FORTH WITH SUPPORT

P.L.E.A.S.E. follow our best practices to include the most information in your support case that will lead to more efficient interactions with our team!

P — People Impacted

- What are the names, roles, and email addresses of the impacted user(s)?
- How many people are impacted? Is this just one student? Multiple students in one course? All teachers in your organization?

L — Links

- Provide links to where the issue is occurring
- Provide the step-by-step clicks you took to view the behavior or error

E — Expected Behavior

- What are you trying to accomplish?
- What are you expecting to see occur?

A — Actual Behavior

- What is actually happening?
- What is the problem or question?

S — Screenshots/Screencasts

- The more visuals, the better!

E — Effect on workflow

- How does this inquiry affect your workflow?
- Does the issue interfere with daily tasks?
- Are there any deadlines that are threatened by the issue? Are grades due? Is there a scheduled test?