

Staff - Submitting a Ticket

The following is instructions for **staff** to submit a ticket via email

Follow this link to fill out the Google Form:

<https://forms.gle/arGueLLFn8tGSPp2A>

Details to include:

Please include as many details and any trouble shooting steps you have taken in your email.

- Description of your issue
- Screenshots / pictures
 - **Once your ticket has been replied to you will be able to attach an image**
- Things you have tried to fix the issue

Example Ticket:

“ Wifi in my classroom is not working. It is affecting students only. Their iPads say the wifi is connected, but nothing loads.

I have had them turn their wifi off and back on, even restarted iPads, but no luck. We tried the Ping App and they are not able to ping yahoo.com but can ping 1.1.1.1 and get responses.

Thank you for your help!

Example Screenshot:

Search 12:27PM Thu Feb 6 48%

1.1.1.1 Ping

#9	1.1.1.1 64 bytes TTL=58	25.522 ms
#8	1.1.1.1 64 bytes TTL=58	25.141 ms
#7	1.1.1.1 64 bytes TTL=58	20.533 ms
#6	1.1.1.1 64 bytes TTL=58	20.642 ms
#5	1.1.1.1 64 bytes TTL=58	21.762 ms
#4	1.1.1.1 64 bytes TTL=58	22.441 ms
#3	1.1.1.1 64 bytes TTL=58	90.647 ms
#2	1.1.1.1 64 bytes TTL=58	44.553 ms
#1	1.1.1.1 64 bytes TTL=58	20.431 ms
#0	1.1.1.1 64 bytes TTL=58	56.307 ms

Sent	Received	Lost	Loss	Min	Avg	Max	Stddev
11	10	0	0.00%	20.431	34.798	90.647	21.884

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