

The questions below are intended as a guide to help customers identify the **types of symptoms** to provide to Connect so that we can **properly diagnose and quickly resolve your problem**. This is not a comprehensive list and customers do not need to supply all of this information when reporting an issue.

## Define the issue in detail

### WHAT isn't working?

- What software/application are you working in?
- What program/module within the above application?
- What were you trying to accomplish?

### HOW isn't it working?

- How is the outcome different from what was expected?
- Are you getting an error message?
- Is there no error message, but the process doesn't appear to be completing successfully?

### What are the SPECIFICS?

- Provide specific examples, including applicable screen shots.
- Provide any steps you took and indicate if the issue can be replicated consistently using those steps.

### What are your EXPECTATIONS?

- Outside of answering the question or addressing the issue, is there something specific you need us to do?
- If there is a specific action you **do** or **do not** want Connect to take, communicate that clearly.

## Identify the scope and frequency

- Is the problem isolated to a specific function or functions?
- Does the problem occur every time you attempt that function?
- Or, is the problem intermittent? If so, can you identify any kind of pattern as to when it occurs?

- Have you had this problem before? If so, when and under what circumstance?
- Have you ever been able to do what you are trying to do? (In other words, was the process/function previously working for you or is this something you have not ever tried before?)

## Identify the extent

### Is the problem occurring on/for:

- **one** computer/individual only?
- all computers/all individuals at one **building**?
- all computers/all individuals at the **district**?
- only individuals with [**this type**] of software access/permission?

### How is this problem having an impact upon:

- **you**?
- your **team/department**?
- your **students**?
- your extended **educational community**?

## Other information

### Other information helpful for troubleshooting or self-diagnosis:

- Are there any local network issues at the district that might be contributing to the issue?
- If the function worked previously, did anything change recently that might have had an effect? (Any changes to your system, device, network, or user account?)
- If the solution is web-based, does it work in one browser but not another?
- Have you tried a different computer?
- Have you tried to close out of the program and log back in to see if that resolves the issue?
- Have you tried to shut down your device and then restart to see if that resolves the issue?

**See examples on next page.**



# Dear Connect,



## Vague

## How it could be better

I can't seem to find a student in the database.

I am working in PowerSchool under Brown High School for the current year. When I navigate to my Stored Searches and use the 5th Grade Boys search, not all expected students are in the results; one example of a student I would expect to see is Michael Ross, but he's not listed in the results. I can find him if I use the regular Student Search. Could you please phone me to take a look at my stored search and see if it needs to be adjusted?

I am having trouble running a homeroom report.

I am having trouble running the StudentInformation Administrative Homeroom List Detail (R201-A) report in StudentInformation for Green High School. I am selecting homeroom 123-Smith, but no students are appearing on that finished report even though I know there are students assigned to that homeroom. An example of a student in that homeroom is Sarah Smith.

I can't get to Payment Entry.

I am working in Munis and when I select Payment Entry from my Favorites menu, it isn't opening the program. It just does nothing. Nothing has changed with my roles or anything. If I try on my colleague's computer using my login, I don't have a problem. We're both using the most current version of Chrome.

I am trying to open a finished Sirsi report and am getting an error.

In my Sirsi Finished Reports, I am trying to open the 'Green Students Patron List' that completed yesterday at 8:05 am. I am getting an error that reads 'The specified path was not found.' I was able to open up the report yesterday without an issue. My tech person was working on my machine this morning, so I'm not sure if some setting needs to be reset?

The cafeteria is reporting problems with MyPaySystem being slow.

The HS cafeteria reports that MyPaySystem slows down so much at 12 PM that they can't process student payments quickly enough and kids barely get through line in time to eat their lunch. It used to take just a few seconds to process each student, but now it's taking nearly 1 minute each. It only seems to be a problem when state testing is going on although we haven't seen any slowness in the testing system. The MS cafeteria isn't reporting any issues, so it seems isolated to the HS. The vendor didn't see an issue on their end and suggested we contact you since the system integrates with several Connect solutions.