

Schoolology Support for System Administrators

Schoolology Status Monitor SUBSCRIBE

Schoolology	Performance Issues
Developer Center	Operating Normally

Email Queue Delayed Performance Issues

Incident Status	Performance Issues
Components	Schoolology, Developer Center
Locations	

October 17, 2014 4:31PM UTC **[Identified]** The email queue is currently running approximately one hour behind.

October 17, 2014 4:34PM UTC **[Monitoring]** Email notifications should return to normal within 20 minutes.

Status
History

Click to view past issues and their resolutions.

Schoolology Status Updates

Before contacting support, you can also visit

status.schoolology.com

for real-time updates about any status issues with the Schoolology platform or server.

Any system-wide performance issues are posted here, along with updates.

Reporting and Resolving User Issues



Open the Help Center and Contact Support

1. In the upper-right corner of the page, click the question mark and select one of the options in the Schoolology Support Center area.
2. Staff should report any issues to one of the listed Support Contacts.

Note: The number and roles of Support Contacts for your organization may differ depending on your support package.
3. Support Contacts can submit a ticket from the Help Center...
4. Chat online with a Client Advisor...
5. Or call to speak directly with a Client Advisor.

The screenshot shows the top navigation bar with a question mark icon (1) and a user profile for Briar Kent. Below is the 'Support' dropdown menu with 'Support Contacts' (2) and 'Help Center' (3). The 'Support Contacts' section lists Tabitha Alston, Owen Raymond, and Isabel Remington. The 'Help Center' section includes 'Help Guide', 'Ask a Question and Share Ideas', and 'Latest News'. The 'Schoolology Help Desk' section includes 'Submit a Request' (4), 'Live Chat' (4), and 'Phone Support' (5). A 'Close' button is at the bottom.

Click links to review support articles, user forums, and the Schoolology blog.

Premium Support Options are available to users in Enterprise accounts depending on role and support package.

Schoolology Support for System Administrators

Information to include when contacting Schoolology Client Advisors

- ✓ Affected users.
- ✓ A link to the location of the error in Schoolology.
- ✓ Screenshots of the error.
- ✓ Text of any error messages displayed.
- ✓ The steps the user followed that ended with the issue.
- ✓ The affected user's operating system and browser information.
- ✓ Product area in which the users encountered the issue.
- ✓ URLs for the page where the users encountered the issue.

Schoolology Support > Submit a request

Submit a request

For an instant answer, check out our Help Guides and Community by using the Search bar. Or, select one of these options to submit a ticket.

Report a Bug

CC

brown@yourschool.com

Subject *

Students Unable to see test!

Description *

Hi Schoolology Help!

My teacher is having an issue with students not being able to see a test she created last night. It looks like everything is performing well on status.schoolology.com, so I wanted to check with you regarding this issue. Ms. Brown (brown@yourschool.com) created Math Decimal Quiz in Mathematics: Section 1. Here is a link to the quiz in that course: https://principal.schoolology.com/assignment/180434751/assessment_questions. Here are the steps she went through to create the quiz:

1. Add materials
2. Due Date: 10/05/2017
3. "quizzes" category
4. Create
5. Add 15 multiple-choice questions

She is on Windows using Chrome.
She is still able to see the quiz; however, none of her students can. See screenshot below.
Thanks so much for your help!

Product Area *

Courses/Groups/Resources

Please select the area in Schoolology where this issue occurs.