

Client Troubleshooting Best Practices

Updated Jul 20, 2021

As of July 12, 2021, this "Learn Veracross" site has been deprecated. It will remain live at least through October 1, 2021, but will no longer be updated. All knowledge content has moved to the new [Veracross Community](#). Please update your bookmarks.

[Here is the new version of this article in the Veracross Community.](#)

Overview

The following describes the recommended best practices for entering a good request ticket.

Step 1: Describe your goal.

Example: We are ready to open up report card grade entry for MS S2.

Step 2: Describe the problem.

Example: It looks like teachers can't yet enter grades. As an example, I logged in as teacher Kate Young in her algebra class (class id: MSA1g1.1) but you could also see this problem by logging in as any MS teacher.

Step 3: Tell us what steps you've already taken.

Example: I checked the Grading Periods report and I see that MS S2 is set to display but I'm not sure what else I am missing.

Step 4: Tell us your timeframe/urgency level.

Example: This is a high priority item because teacher grades are due in one week.

Additional tips:

- *It's also very helpful to include URLs to documents if you are troubleshooting a report card, progress report,*

transcript, etc.

- Screenshots can also be valuable in so far as they capture a problem that is not replicable in the live database, but URLs are more useful for troubleshooting.
