

Last reviewed	March 2024
Next Review Date	March 2025
Reviewed By:	Reviewed and approved

IT REQUIREMENTS FOR STUDENTS

APPENDIX 1

1. Troubleshooting Questionnaire

Device Information		Further Comments
Operating System & Version		
Device		
Browser used		
Issue		
Steps taken to troubleshoot the issue		Further Comments
Tried different browser (which ones?):	Y/N	
Uninstall/Reinstall App (if applicable):	Y/N	
Used incognito window:	Y/N	
Cleared caches and cookies:	Y/N	
Disabled adblocker (if applicable):	Y/N	
Used a different device (which ones?)	Y/N	
Any other troubleshooting steps (if applicable):	Y/N	

