

Quick Reference: Submitting Issues to SpacesEDU

Welcome to your go-to guide for issue reporting! Consider this your roadmap to a smoother SpacesEDU experience. Let's navigate those bumps in the road together, shall we?

Key Points to Include in Your Report

Think of this as your "Essential Toolkit for Issue Reporting." The more tools you provide us, the better we can build a solution for you. So, what should be in your toolkit?

- **Describe the Issue:** Help us see what you see. The clearer the picture, the quicker the fix.
- **Your Details:** Your username or email is your ID in our world. Don't leave home without it! *If applicable, include student details.*
- **Time and Timezone:** When did this hiccup happen? Timing is everything.
- **Platform:** Web (*Chrome/Safari*) or App (*Phone/Tablet*)? Your choice sets the stage for our action.
- **Attachments:** Screenshots or videos are your best friends here. Show, don't just tell!

Common Issues & How to Report

Meet the usual challenges that might cross your path. Here's how to tackle each one and what to include in your email to us.

Deleted Class

"My class just pulled a Houdini!"

- **Email** hello@spacesedu.com
- **Include:** The issue, your name, and the name of the class that's playing hide and seek.
- **Time:** 1-2 Weeks

Login/SSO Issues

"I'm stuck at the login screen, and it's not because I forgot my password."

- **Email** hello@spacesedu.com
- **Include:** Your name, email, a screenshot of the issue, and your device's details.
- **Time:** 2-4 Business Days

Incorrect Email

"Oops, my email has a typo. It's not me, it's my keyboard!"

- **Email** hello@spacesedu.com
- **Include:** Your name and both the incorrect and correct email addresses.
- **Time:** 1-2 Business Days

Can't Validate Email

"My email validation is playing hard to get."

- **Email** hello@spacesedu.com
- **Include:** Your name and the email address that's being coy.
- **Time:** 1-2 Business Days

Missing Post

"My post is playing hide-and-seek, and I'm losing."

- **Email** hello@spacesedu.com
- **Include:** Your name, email, post details, and when you last saw it.
- **Time:** 1-2 Weeks

Duplicate Post

"My post liked itself so much, it cloned itself."

- **Email** hello@spacesedu.com
- **Include:** Your name, email, and the details of the post that's seeing double.
- **Time:** 1-2 Weeks

Note: We may not have a time machine, but we do have a dedicated team working to turn back the clock on your issues. Resolution times are our aim, not a guarantee. But rest assured, we're on it!