

Report a problem and You said, we did

Lesson 29 · Getting help and giving feedback · Watch the video and take the quiz online:

lessonplanner.info/training/29-report-a-problem/

Where to find it: Report a problem (bottom of every page)

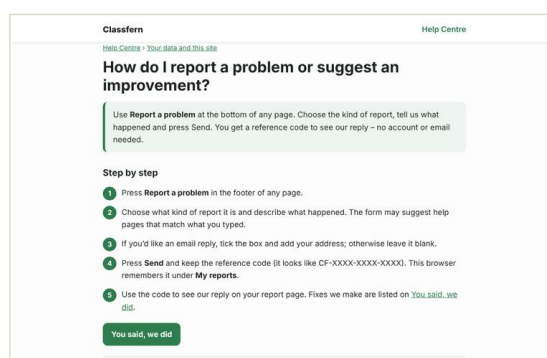
What you'll learn

- How to send a report from any page
- Why your reference code matters
- How to close a case or ask us to look again
- Where to see what we've changed

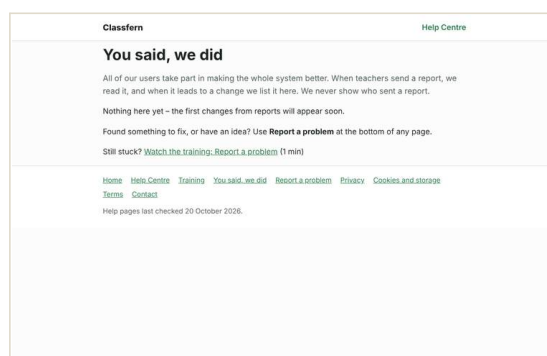


Step by step

- 1 Open the form.** Press **Report a problem** at the bottom of any page.
- 2 Say what happened.** Under **What kind of report is it?**, choose one – such as **Something doesn't work** or **An idea to make it better** – and tell us what happened. The form may suggest a help page that answers it straight away.
- 3 Email is optional.** You don't need an account or an email address. If you'd like an email reply, tick the box and add your address.
- 4 Keep your reference code.** Press **Send**. You get a private reference code. Press **Copy code** and keep it – it's how you see our replies.
- 5 Follow your report.** Your report page shows the status and any **Reply from Classfern**. When we've finished, press **Case closed – I'm happy**, or **Still not right?** and we'll take another look.
- 6 Find your reports again.** This browser keeps your codes under **My reports**.



How to report a problem, step by step.



You said, we did: what has changed because of reports.

Tips

- Every report is read.
- The **You said, we did** page shows what we've changed because of your reports.

Try it

On any lessonplanner.info page, press **Report a problem** at the bottom and look at the report types. You don't need to send one.

Check what you know

1. Do you need an account or email address to report a problem?

- A** Yes, both
- B** No
- C** Only an email address

2. What is your private reference code for?

- A** Seeing our replies
- B** Logging in to Pro
- C** Nothing

3. Where can you see what has changed because of reports?

- A** The You said, we did page
- B** The glossary
- C** The Year Planner

Answers: 1 B · 2 A · 3 A (turn the page round to check)