

D2L Brightspace Learning Management System

Reporting a myTUTOR Issue / Unexpected System Response

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Report all myTUTOR Learning Management System issues or unexpected system responses to the myTUTOR Service Desk. Some issues might be addressed via training, while other issues might require a technical solution.

Q: What details should I include when reporting a myTUTOR issue / unexpected system response?

A: Report the issue / unexpected system response(s) to the myTUTOR Service Desk at mytutor@tut.ac.za, and include the following critical details:

- Module code (e.g., RRR111R.2021.0).
- Lecturer staff number.
- Functionality where issue is experienced (e.g., Announcements, Content Design).
- Detailed description of the issue.
- Include detailed steps to recreate the issue / unexpected response.
- Include screenshots and/or a video clip to illustrate the issue.



Assistance and enquires are available from myTUTOR Service Desk
eMail: myTUTOR@tut.ac.za
Tel.: (012) 382-4427