

Resolving Technological Issues

Note: For technological issues, members can fill out a support ticket directly to Plaid, review the help center to find useful information pertaining to their issue, or reach out directly to a member of the Plaid team.

- Upon accessing Plaid’s Learning Management System (LMS) please do the following to submit a support ticket directly to Plaid:
 - On your LMS homepage, on the top right side of the page click on “Submit Ticket” under “Support”
 - a. “Create A Case”
 - Fill out all appropriate information including:
 - Name, Organization > Sigma Pi, School, Email, Course Purpose > Organization, User Type > Student, and Issue (Includes Dropdown Menu)
 - Members can provide open responses in the additional information section if necessary
 - b. Submit
- While on the Learning Management System homepage you can also access the “Help Center” located at the top right side of the page under “Support” where FAQs and their solutions can be found on featured topics
- Members can also reach out to [“jenna.lutz@beingplaid.com”](mailto:jenna.lutz@beingplaid.com)
 - Communication sent to the support team at Plaid should include your **full name (and/or full name of the member from your chapter experiencing issues), your associated university, and an explanation of the issue being addressed.**



SIGMA PI