

**CXG DIAGNOSTIC QUESTIONS**

<b>DIAGNOSTIC QUESTIONS</b>	<b>CCOOL</b>	<b>TECH</b>	<b>REGISTRATION</b>	<b>CONNECT/STUDENT (Tegrity)</b>	<b>CONNECT/INSTRUCTOR (Tegrity)</b>	<b>BLACKBOARD/ENTERPRISE</b>
What product are you calling about?	x	x	x	x	x	x
What are you trying to do (i.e., login, complete assignment, etc.)?	x	x	x	x	x	x
What browser are you using?	x	x	x	x	x	x
What is the URL link you're trying to go to?	x	x	x	x	x	x
What error are you getting (i.e., describe the problem)?	x	x	x	x	x	x
Where and when?	x	x	x	x	x	x
Have you ever contacted us before / about this problem (to check case history)?	x	x	x	x	x	x
What are the steps you're taking, so that the issue can be reproduced?	x	x	x	x	x	x
Have you tried a different browser?	x	x	x	x	x	x
<b>Are you a student or instructor?</b>	x	x	x	x	x	x
Do you have any tool bars running in your browser?	x	x		x	x	x
If you are using Tegrity w/in Connect, have you checked your connections using the Speed Test?				x	x	

Are plugins installed and enabled?	x	x		x	x	x
What operating system are you using?	x	x		x	x	
Are you using Connect/BB Enterprise (Is product integrated)?			x	x	x	x
Do you have a registration code?	x	x	x			
Where did you purchase the code?	x		x			
Are you using caps and dashes when entering your registration code?	x	x	x			
What textbook are you using?	x	x	x	x	x	x
Do you have a course syllabus?	x	x	x			
Do you have your instructor's name and email (email using for what they're doing)? (e.g., instructors sometimes use different email address') or Student's email -	x	x		x		x
Is this the email you used to register for (name the product)?	x	x	x	x		
May I have the ISBN?	x	x	x	x	x	
What are you trying to access/do (i.e., are you looking for resources)?	x	x	x	x	x	x
Do you use your school's website to log	x	x				x

into your course materials? Which one is it?						
Are you looking for assignments your instructor has assigned to you or do you have to email your instructor your assignment (assessment)? (This question helps agent to diagnose whether or not OLC/Connect is being used)	x		x		x	
Ask probing questions to determine problem (i.e., steps to replicate)	x	x	x		x	
Where do you go to login? (School web page or another site) and what is that website url?	x	x	x		x	
How long have you been having this problem?	x	x	x		x	
Have you ever been able to access this before?	x	x	x		x	
What is the Class/Section Assignment Title?	x	x	x		x	
When was the last time you restarted your computer?	x	x			x	
Are you using a laptop, desktop or Smart device?	x	x	x		x	

What screen or report are you looking at?	x	x	x	x	x	x
Do you have a screenshot of the issue?	x	x	x	x	x	x
What Antivirus program are you using?	x	x				