

Submitting a Problem Report

The problem report form is a web form available on homepage of the MyMedia Service Website. The URL of the website is <http://www.utas.edu.au/mymedia-service/> or you can quickly access the website by clicking on the MyMedia Service logo available within the Unit Portal or Rich Media Player.

Click on the **Log a MyMedia Service Problem** link available within the student support area and fill in the web form giving as much information as possible, making sure to use your UTAS email address and providing a phone number if you require phone assistance.

The screenshot shows a web form titled "MyMedia Service Problem Report". At the top left, there is a breadcrumb trail: "UTAS Home > IT Resources > MyMedia Service > MyMedia Service Problem Report". The form contains the following fields and options:

- Course Unit:** A text input field with the example "eg. KXA111".
- Date of Recording:** Three dropdown menus for selecting the day, month, and year.
- Time of Recording:** Two dropdown menus for selecting the hour and minute.
- Have you listened to lecture recordings before?:** A dropdown menu with "Yes" selected.
- Where are you at the moment?:** A dropdown menu with "University Computer Lab" selected.
- Have you listened to lecture recordings from here before?:** A dropdown menu with "Yes" selected.
- Which media format(s) are you experiencing problems with?:** A list of checkboxes:
 - MyMedia Service player
 - Download (mp4, mp3)
- Problem Description:** A large text area for describing the issue.
- Email:** A text input field.
- Phone:** A text input field.
- Submit:** A button at the bottom right of the form.