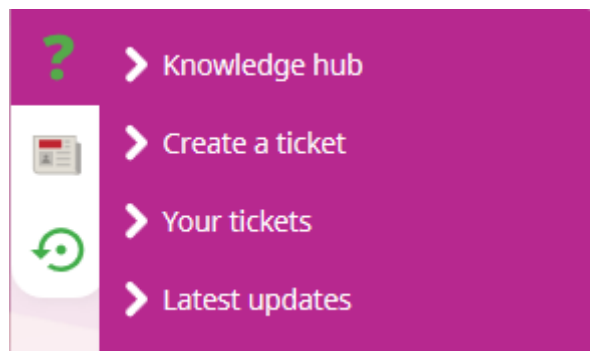


How-to perform a speed test in Fusion

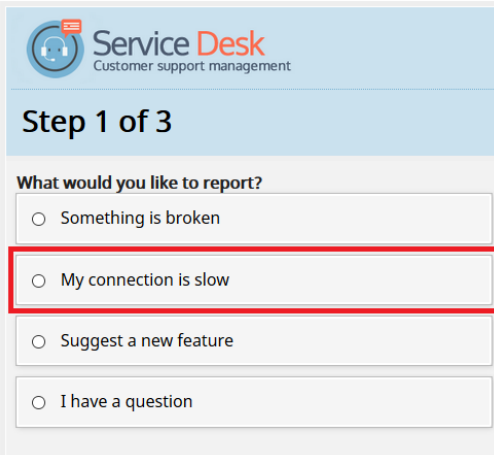
Step 1

1. Locate the **Help** tab in Fusion's left menu.
2. Click on **Create a ticket**



Step 2

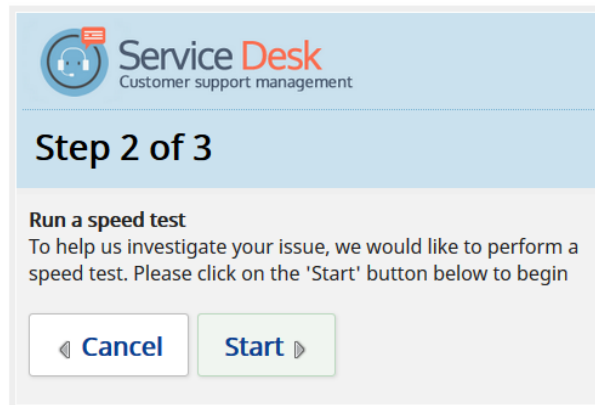
Select the **My connection is slow** option and click **Next**



A screenshot of the Service Desk 'Step 1 of 3' form. The form is titled 'Service Desk Customer support management' and 'Step 1 of 3'. It asks 'What would you like to report?' and provides four radio button options: 'Something is broken', 'My connection is slow', 'Suggest a new feature', and 'I have a question'. The 'My connection is slow' option is highlighted with a red rectangular border.

Step 3

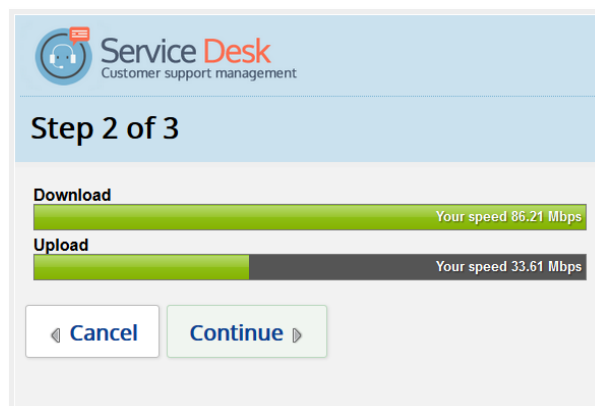
You will be prompted to run a speed test. Press on the **Start** button to start the test



Step 4

Once the test is completed, you will see the results for both download and upload speeds.

Press **Continue** to go to the next page



1 - Speed test results

Step 5

You will now have the opportunity to submit a ticket to the My Learning Support Team, if you need more help with the issue.

The more information you provide, the better they are able to investigate your issue.

Once you have added all the relevant information, click on the **Submit ticket** button.

Raise a ticket | (Step 2 of 2)

Subject: Slow VLE Connection
Stephanie Woods @ Fusion NG Demo

Your message

I am experiencing a slow connection when using the VLE.

You can add further notes here as required, such as the device you were using, the time of day, specific tasks you were doing when you experienced the slow speed etc.

*If the problem relates to a specific user, kindly provide their user name or alias name.
Try to include as much detail as possible for us so that we can replicate your issue with the support team.*

Attachments

Browse... No file selected. Browse... No file selected. [Add more...](#)

Cancel **Submit ticket**

Step 6

Once you have submitted your ticket, click on the **Back to Fusion** button in the top right of your screen



Further support

You have now completed the process for a speed test on Fusion. If required, the My Learning Support team may be in touch to ask for more information or to give you an update on your issue.

If you have any questions about this or any other issue, please get in touch with the My Learning Support Team using the details below.

Contact details:

Email: support@mylearningltd.com

Phone: 08451 543 211