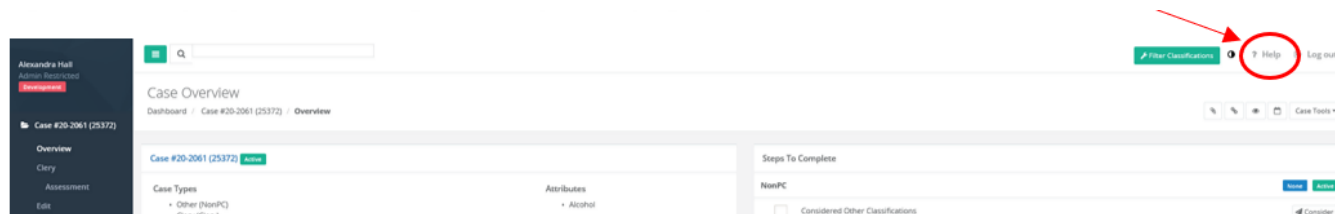


Technical Support and System Errors

When encountering an error in the system, take these steps prior to reaching out for support to test for common issues:

- Reference the User Manual to ensure that you are using the system correctly/should have permission to access the information you are looking for
- Ensure that your wireless/Internet connection is working
- Log out and back into the system and try the same action again
- Try the same action in a different Internet browser

If you are unable to resolve the issue with the above steps, report the problem on the [home page of the SafeGrounds Help Site \(Opens in new window or tab\)](#). NOTE: There is a link to the Help Site in the top-right corner of SafeGrounds, regardless of what page you are on.



If none of the above steps address the error, you may also do the following:

1. Take a screen shot of your screen where the error message is displaying
2. Note the case number/student profile of the case/student where you are experiencing the error
3. Describe (in as much detail as possible) the course of action you were taking when attempting to complete the task, i.e. 'I was trying to add an attachment from the attachments page'
4. Contact your area SafeGrounds administrator(s) by email with the information outlined above, who will elevate your case as appropriate for technical support or may be able to answer the question directly:
[Designated SafeGrounds Contacts By Unit](#) OR
<https://safegrounds-user.sites.virginia.edu/contacts> (Opens in new window or tab)