08 - Support, Feedback, Privacy, and Terms Guide

How users get help, submit testing feedback, protect privacy, and use public documentation, privacy, and terms pages.

Use this guide for testing, pilot, and early user onboarding. Screens may change while OTE Learn is being improved. If a menu item is missing, your role may not have permission to use it.

Contents

1 Support versus feedback
2 Submitting a good support ticket
3 Submitting testing feedback
4 Privacy basics for all users
5 Privacy and Terms links
6 Using documentation downloads
7 Escalation rules

1. Support versus feedback

Use	When to use it
Support ticket	You need help with your account, class, assessment, report, guardian link, or a specific issue that needs follow-up.
Feedback form	You are testing and want to report bugs, confusing pages, slow loading, missing instructions, or improvement ideas.
Privacy contact	You need help with personal information, wrong access, deletion/correction request, or suspected exposure.
Institution admin	You need class placement, guardian link, role access, report correction, or learner record changes.

2. Submitting a good support ticket

- Use a clear subject line.
- Include the page name.
- Explain what you tried.
- Explain what you expected.
- Explain what actually happened.
- Include the learner, subject, class, or assessment only when necessary.
- Do not include passwords, ID numbers, banking details, or unnecessary sensitive information.

3. Submitting testing feedback

1. Open the Feedback link near Home or in the footer.
2. Choose your tester type.
3. Choose what you tested.
4. Rate ease of use.
5. Describe what worked and what did not.
6. List steps to repeat the issue.
7. Upload a screenshot only if appropriate and safe.

Testing feedback should help improve the LMS. Be specific. A message saying "it does not work" is less useful than steps showing what was clicked.

4. Privacy basics for all users

- Use your own account only.
- Do not share screenshots with other learners personal information.
- Do not publish learner marks or reports.
- Report wrong-user access immediately.
- Use test data during testing where possible.
- Do not upload unnecessary medical, ID, banking, disciplinary, or sensitive information.

5. Privacy and Terms links

Privacy Notice and Terms and Conditions should be visible in the global footer so that users can access them before and after sign-in. They should also be linked near SSO sign-in buttons.

- Public Privacy URL: /Home/Privacy
- Public Terms URL: /Home/Terms
- Public Documentation URL: /Home/Documentation
- Public Feedback URL: /Feedback

6. Using documentation downloads

The Documentation page should list separate PDF guides instead of one long document. Users can download only the guide relevant to them.

- Start Here guide for everyone.
- Learner guide for students.
- Teacher guide for teachers.
- Admin guide for institution administrators.
- Guardian guide for parents/guardians.
- Assessment guide for writing and marking.
- Reports guide for marks, final results, and calendar.
- Support and privacy guide for help and safe use.

7. Escalation rules

Issue	Escalate to
Wrong learner/guardian access	Institution admin immediately.
Security or suspected breach	Institution admin and privacy/support contact immediately.
Incorrect mark	Teacher or institution academic process.
Missing class/subject	Institution admin.
Cannot sign in	Support or institution admin.
Bug found during testing	Feedback form plus support if blocking.