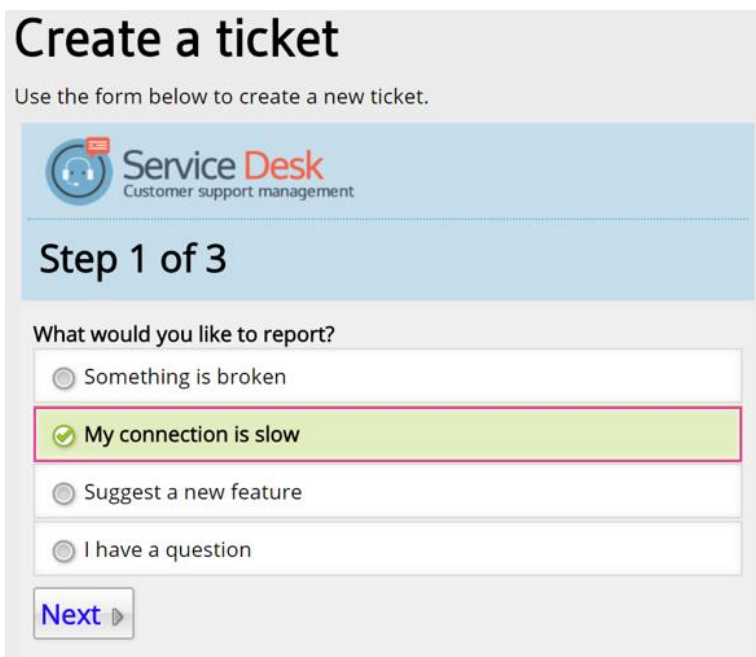


## How to perform a speed test in My Learning Fusion

**Step 1:** Locate the lower left of the screen on any tablet/desktop and click on the create a ticket link




**Step 2:** Next, select the 'My connection is slow' option



**Create a ticket**

Use the form below to create a new ticket.

 **Service Desk**  
Customer support management

**Step 1 of 3**

What would you like to report?

Something is broken

**My connection is slow**

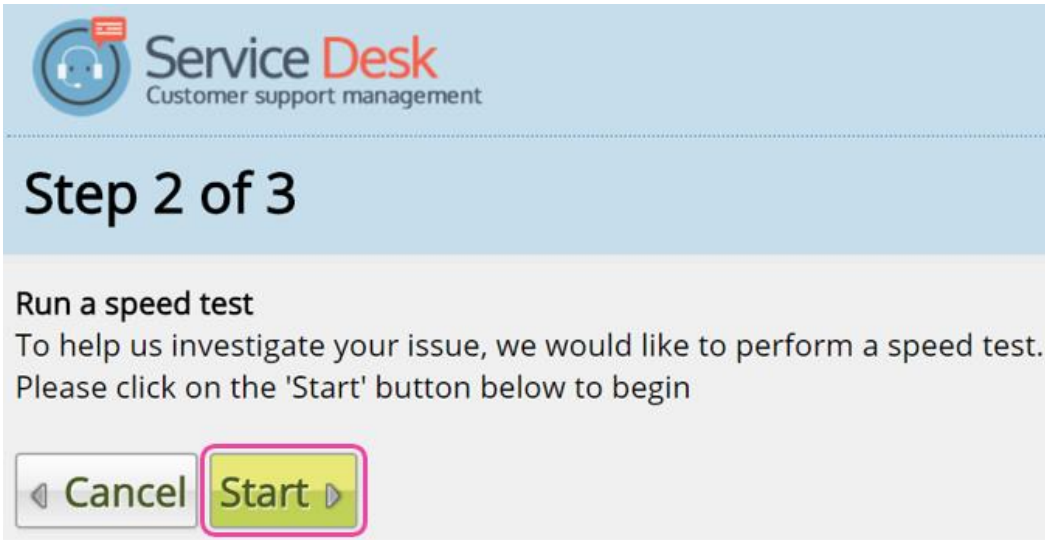
Suggest a new feature


I have a question

**Next** ▶

Continues on the next page...

**Step 3:** The system will then ask you to run a speed test. Press on the start button to start the test.



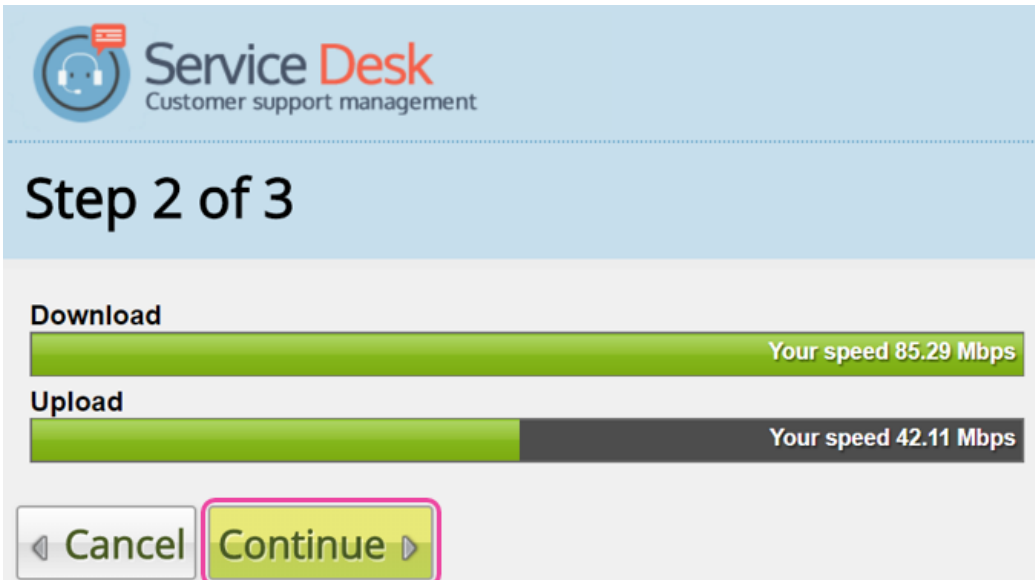
 **Service Desk**  
Customer support management


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## Step 2 of 3

**Run a speed test**  
To help us investigate your issue, we would like to perform a speed test. Please click on the 'Start' button below to begin


**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.




 **Service Desk**  
Customer support management

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## Step 2 of 3

**Download**  
 Your speed 85.29 Mbps

**Upload**  
 Your speed 42.11 Mbps

**Step 5:** You will now have the opportunity to submit a ticket to the My Learning Support Team if you require/want more help with the issue. You are able to add notes about the issue (the more information you provide to My Learning Support the quicker they are able to investigate your issue). Once you have added all the information you would like, click on the submit ticket button.

## Raise a ticket (Step 2 of 2)

**Subject:** Slow VLE Connection

Mr John Doe @ Demo School

### Your message

I am experiencing a slow connection when using the VLE.

You can add further notes here if required, such as the device you were using, the time of day, specific tasks you were doing when you were experiencing issues 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

Choose file No file chosen

Choose file No file chosen

[Add more...](#)

Cancel

**Submit ticket**

**Step 6:** Once you have submitted your ticket, click on the 'Back to VLE' button in the top right of your screen.

Mr John Doe (Guest)  
Demo School



**Back to VLE**

You have now completed the process for a speed test on My Learning 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.

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## Support

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 and they will be able to help you with your query.

Contact details:

Email: [support@mylearningltd.com](mailto:support@mylearningltd.com)

Phone: 08451543211