User’s FAQ

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| Incident Category | Problem Faced | Potential causes and solution |
| Network Slow | What should I do if the site takes a long time to response? | **There are many concurrent users on the site**  Solution: Wait around 30 minutes before revisiting the site or contact the support helpdesk to request to understand.  **You are facing an unstable network**  Solution: Try refreshing the site or restarting your computer. |
| Network Outage | Why does the site not load? | **The web server is down**  Solution: Contact the support helpdesk to request for assistance.  **You are facing an unstable network**  Solution: Try refreshing the site or restarting your computer/network. |
| Why do I face an error when trying to load the site using port 8000? | **The port is down**  Solution: You may still access the site via the domain link: https://www.g5t5.tk |
| Network Attack | The site is attacked by Malicious Software. | **For Business Users:**  Please raise a ticket to our support team and allow us to fix the server in 1 working day.  **For End Users:**  Please contact our customer service officer at 85338562 and allow us to fix the server in 1 working day. |
|  | How do I contact the support team? | You may contact our customer service officer via email at: [tanny.lai.2017@sis.smu.edu.sg](mailto:tanny.lai.2017@sis.smu.edu.sg)  If the matter is urgent, you may call or Whatsapp our customer service officer at 85338562. |