We need the **student** name, **client** name, **Section** Number, AND the **string of characters in the URL bar**. In the URL bar is the path to values that identify the **Student**, **Lesson**, **Topic** for any given page.

With these values in production usually the dev team can easily put themselves into the student’s exact page and problem.

A clear screen shot of the entire web view port including the URL box.

* Student’s name (And/Or) email
* Client Name
* Section number ~ See Screen shot.
* Course Code
* Course Title ~ Usually listed after the Course Code
* URL string from the student’s failing page
  + Lesson name they are stuck on is encoded in that as the lesson.
  + Page they are stuck on is also encoded in that URL string.