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# VLI - Frequently Asked Questions (FAQ)

The FAQ of each platform under VLI are available here for you to solve any issues that you may face while accessing the VLI. If the FAQ solution does not help resolve your issue, please write an email to [vlisupport@suss.edu.sg](mailto:vlisupport@suss.edu.sg).

## About vlisupport@suss.edu.sg

Dear Students, vlisupport is a **tech support service** for Virtual Lab, Vocareum, Lab Guide technical queries.

Our focus is to **assist with technical issues** on the platform, Vocareum and Lab Guide.

Unfortunately, we **are unable to** assist with:

1. Changing deadlines or advise on academics matter for TMA, ECA, or assignments. Please consult your HOP or lecturers.
2. Offering solutions or help with TMA/ECA assignments. Please consult your lecturers.

Thank you.