

LightSail NYC DOE - Submitting a Ticket to DIIT

Often, issues are unrelated to the LightSail app and may require troubleshooting or outreach to the Department of Education's Division of Instructional and Information Technology (DIIT), which provides support, information, and technology to New York City schools.

Slow or Inconsistent Network Connection

If you're experiencing network/internet connectivity issues in the classroom, you should first perform a speed test on your network. LightSail has outlined that simple process here: <http://lightsailed.com/speed-test/>

If you receive download speed results significantly less than 15 Mbps, we recommend you submit a ticket to DIIT to investigate slow network speeds at your school by visiting <https://servicecenter.nycenet.edu/selfsupport/> or calling the Service Desk Phone at **(718) 935-5100**.

When you call the Service Desk or submit an online incident, the DIIT requests that you provide as much of the following information as you can:

- Building and room number
- Phone number
- First & last name
- Make, model, serial number
- A detailed description of the problem
- Screenshots or videos where applicable

Please note, your DOE Outlook ID/Password is required to submit an online ticket. For a comprehensive set of instructions provided by the DIIT, please view the following document:

<https://servicecenter.nycenet.edu/selfsupport/SSGuide.pdf>