

13th September, 2017

Show My Homework Outage

An explanation of the Monday 11th and Tuesday 12th loss of service.

We (Team Satchel) are very sorry for the loss of service on Show My Homework which you will have experienced on the evenings of Monday 11th and Tuesday 12th September.

We wanted to provide you with an overview into what has happened as well as the steps we have taken to rectify this, and importantly, prevent it from happening again.

We planned for an increase in traffic to our website during the busy back to school period based on what happened last September, and our increased number of customers. Unfortunately, the traffic we saw earlier this week was higher than expected, which meant that we had to put a fix in place to increase our capacity.

We want to reassure you that this is not our normal level of service. We pride ourselves on providing you and your children with access to their homework 24/7 which was not the case earlier this week.

Our Engineering Team are working to improve this moving forward so we can continue to provide our customers with a robust service.

We can only apologise for the stress that we undoubtedly will have caused you and your child this week. We have informed schools about the outage and a full description into the steps we have taken to fix this too, so they are aware that if your child was unable to access their homework, it was because of this issue.

Thank you for your ongoing support. If there's anything else you need, please don't hesitate to let us know.

Kind regards,



Konstantina Sideri
Head of Customer Support



Danni O'Mahoney
Head of Account Management