

Creating a Support Request as an Anonymous User

This document outlines how to submit a support request to the Higher Education Coordinating Commission (HECC) through the LEARN Portal as an anonymous user. LEARN is an online information portal for HECC. An anonymous user is someone who is **not** logged into the LEARN portal, either because they don't have a portal account or are experiencing issues with logging in. You may wish to submit a support request for one of the following reasons:

- Learning about the Eligible Training Provider List (ETPL)
- Becoming a HECC partner
- Something else

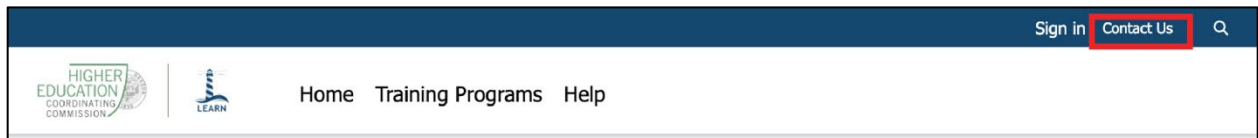
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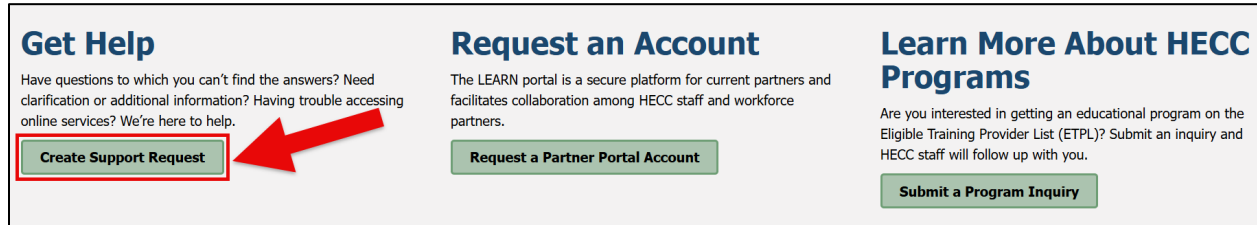
Navigating to the Support Request Page

Follow the steps below to find the Support Request page:

1. Click the link and navigate to the **Higher Education Coordinating Commission (HECC) Portal** [insert hyperlink].
2. Click **Contact Us** in the top right corner (pictured below).



3. Scroll down until you see the **Get Help** section on the left and click **Create Support Request**, which will take you to the Support Request page.



Next, we will walk through how to fill out and submit a Support Request.

Filling out the Support Request Form

Complete the form on the Support Request page (pictured below) and then click **Next**.

KEEP IN MIND:

- A red asterisk* indicates that a field is required. The form cannot be submitted until all required fields are populated.
- Fields that contain the word “select” will offer a drop-down list of options. Click into the field to view your options and select the best fit to populate the field.



First Name *

Last Name *

Email Address *

Phone Number *

Enter phone number as 10 digits without dashes

Phone Number Extension

What do you need help with? *

Select

Description *

TIP: Before submitting a Support Request, we suggest reviewing the relevant Recommended Resources (detailed in the next section).

If you proceed with populating the Support Request form, the last step will be completing a CAPTCHA and clicking the **Submit Request** button.



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[Generate a new image](#)

[Play the audio code](#)

Enter the code from the image

Submit Request

Recommended Resources

When you select an answer for “What do you need help with?”, articles from the Knowledge Base will populate in the **Recommended Resources** section. These suggestions will also be refined as you populate the Description field.

Support Request

First Name *
First name

Last Name *
Last name

Email Address *
example@email.com

Phone Number *
Enter phone number as 10 digits without dashes
5555555555

Phone Number Extension
000

What do you need help with? *
- Eligible Training Provider List (ETPL) ▾

Description *

Recommended Resources

Get training program on ETPL
... Get training program on ETPL ...
Knowledge Base

Change location of training program on the ETPL
... Change location of training program on the ETPL ...
Knowledge Base

ETPL Continued Eligibility
... ETPL, Continued Eligibility ...
Knowledge Base

Add an existing program to the ETPL
... Add an existing program to the ETPL ...
Knowledge Base

Click the name of an article to view it in a separate tab or click the “show more” button to extend the list of recommended resources.

Recommended Resources

Adding a New Program
... Authorized Program, ETPL ...
Knowledge Base

+Show more...

Next Steps

After submitting the completed form, a confirmation message will appear.

Support Request Submitted

Thank you for providing the requested information. Please allow HECC staff to review and begin processing your request.

Close

You will also receive a confirmation email (at the email address provided in the form) with “Support Request” in the subject line, confirming your submission and providing the associated case number (example below).

Support Request: CAS-01318-J8J3C9 CRM:02140178

SH

To



Thank you for providing the requested information.
Please allow 3-5 business days for HECC staff to review and begin processing your request.

Your case number is CAS-01318-J8J3C9.

Someone from the HECC team will reach out to address your request. Once they have processed your request, you will receive email confirmation that your Support Request has been resolved, with the option to follow-up if your issue or need persists.