

Creating a Support Request as an Authenticated User

This document outlines how to submit a support request to the Higher Education Coordinating Commission (HECC) through the LEARN Portal when **logged into** your portal account. LEARN is an online information portal for HECC. You may wish to submit a support request for one of the following reasons:

- How to change contact information
- Removing a Program from the ETPL
- Changes to an existing program on the ETPL
- Questions about the ETPL renewal process
- Something else

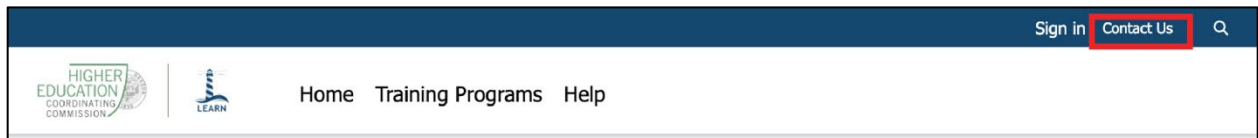
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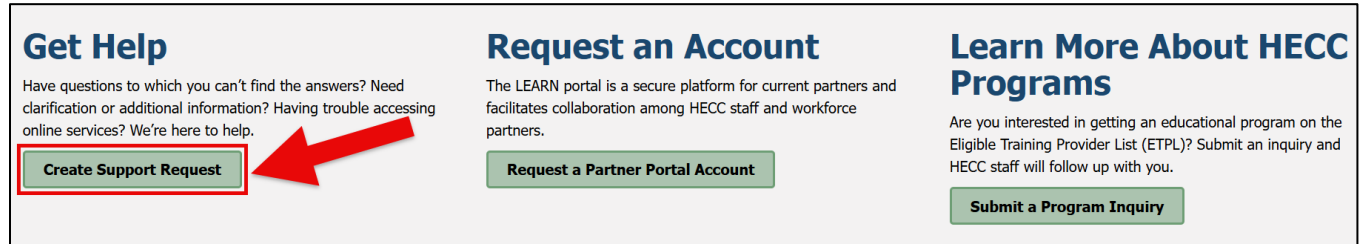
Navigating to the Support Request Page

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 & Submitting a Support Request

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. Assistive technologies like screenreaders will also indicate when a field is required. The form cannot be submitted until all required fields are populated.
- Some fields 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.

Support Request

Details

Attachments

Customer *

Jane Doe

Associated Account *

Select

What do you need help with? *

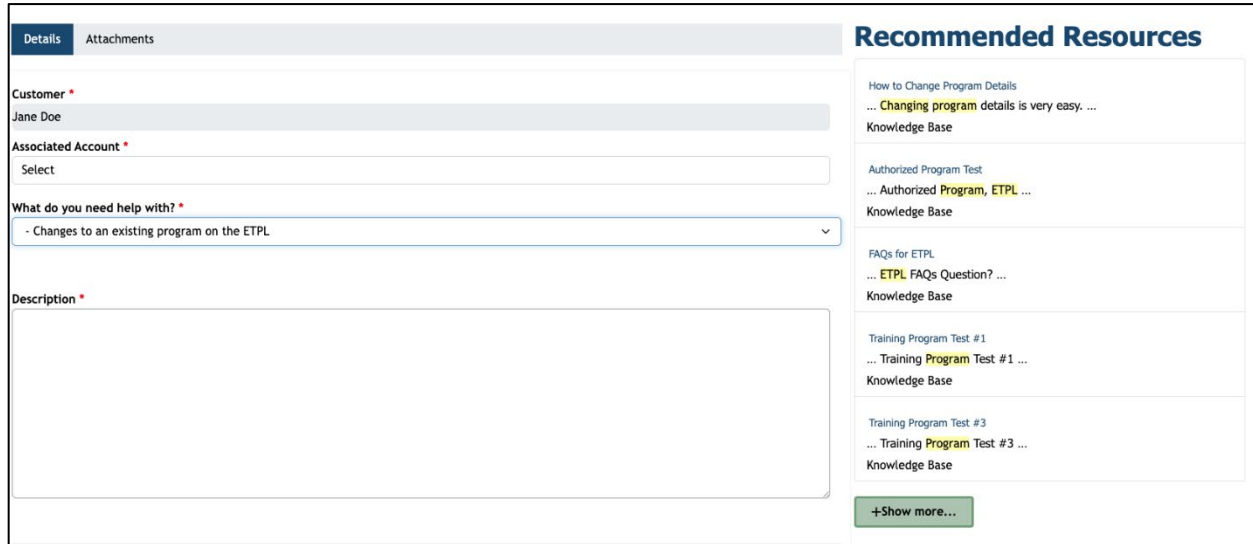
Select

Description *

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

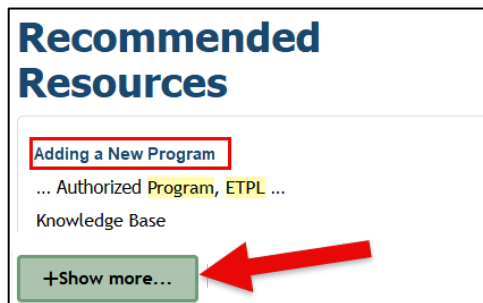
Recommended Resources

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



The screenshot shows the LEARN Portal interface. On the left, there is a form with fields for 'Customer' (Jane Doe), 'Associated Account' (Select), 'What do you need help with?' (Changes to an existing program on the ETPL), and 'Description'. On the right, the 'Recommended Resources' section displays a list of articles from the Knowledge Base, including 'How to Change Program Details', 'Authorized Program Test', 'FAQs for ETPL', and 'Training Program Test #1'. A '+Show more...' button is located at the bottom of the list.

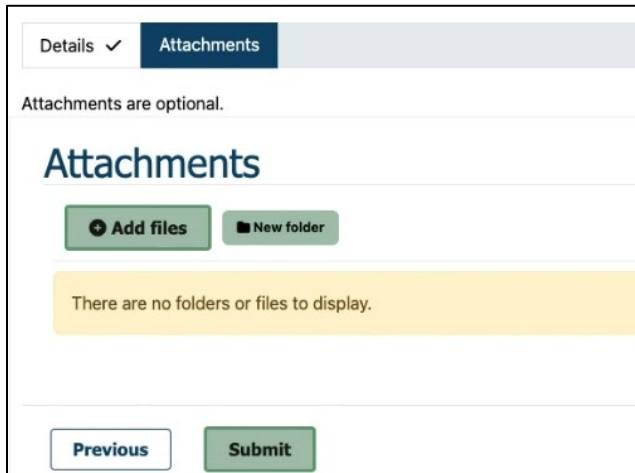
Click the name of an article to view it in a separate tab or click the “show more” button to extend the list of recommended resources.



This close-up view of the 'Recommended Resources' section highlights the article 'Adding a New Program' from the Knowledge Base. A red arrow points to the '+Show more...' button at the bottom of the list.

Adding Attachments & Submitting

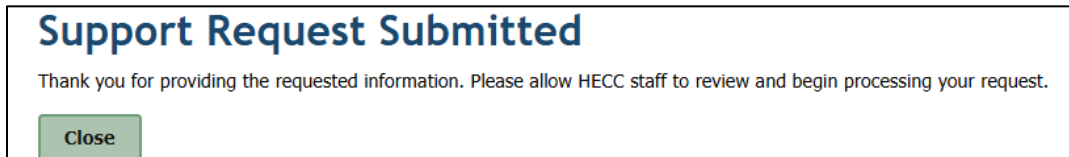
You will then have the option to include attachments with your Support Request. Click **Add Files** to upload and then **Submit**.



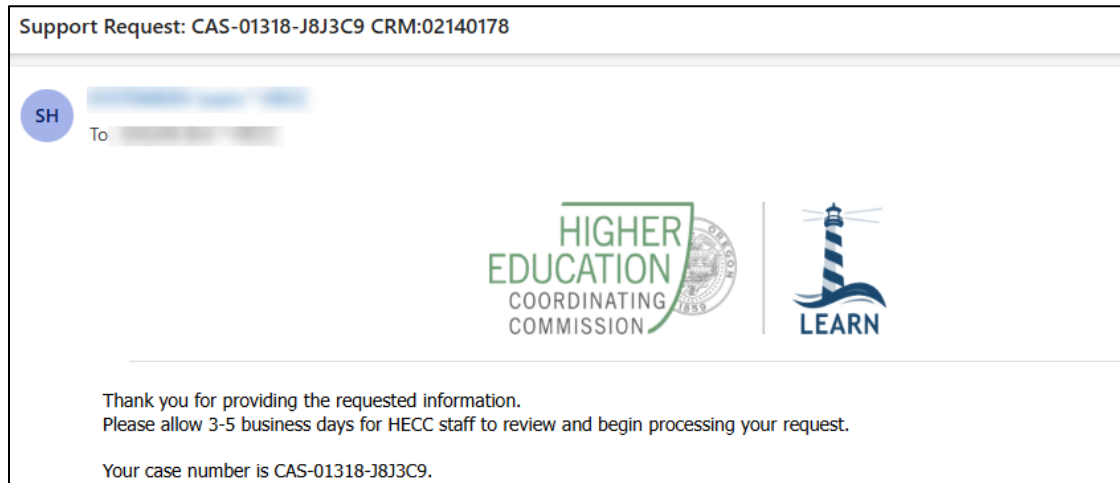
TIP: Consider removing spaces within the name of any files you upload. If you upload a file with a name that includes spaces, if that file is later downloaded all spaces will contain “%20” (example below, with original name on top and downloaded name on the bottom).

Name
— Screenshot 2025-03-03 at 10.56.31AM.png
— Screenshot%202025-03-03%20at%2010.56.31%E2%80%AFAM.png

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



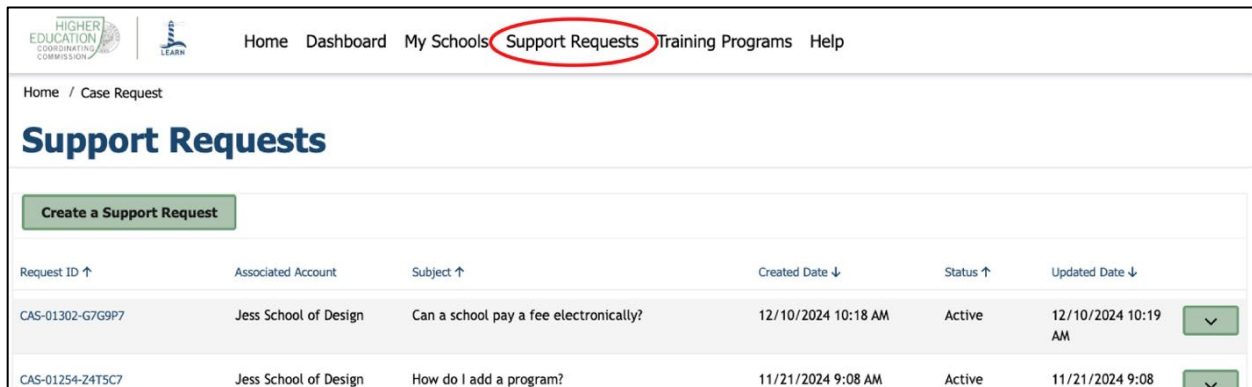
You will also receive a confirmation email (at the email address provided in the form) with “Support Request” in the subject line, confirming your submission and providing the associated case number (example below).



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.

Viewing Your Open Support Requests

When logged in, select **Support Requests** from the navigation menu. This will open a list of your open support requests. You may also open a new support request from this page by selecting the **Create a Support Request** button, which will open the form shown in the previous section of this document.



Click a Support Request ID from your list to view the details of the support request. The details page will have your case number, which organization your request is related to, the subject, the description you entered, any files you attached, and the request status (example below).

Overview

Request ID
CAS-01080-R4T7B0

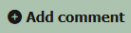

Associated Account
—

Subject
Need Partner Portal Account

Description


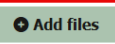

Status *
Active

Comments



There are no activities to display.

Documents



There are no folders or files to display.

Save

Cancel Case

Click the **Add Comment** button on the top right to message back and forth with HECC staff, or the **Add Files** button on the bottom left to upload additional documents as needed (buttons highlighted above). If at any point you wish to cancel the request, click **Cancel Case** in the bottom right corner.

Support Request Resolution

Once the HECC staff believe your request has been resolved, they will close the request, and you will receive an email confirmation (example below).

Hello Jessica,

Your support request has been resolved. Please confirm it has been resolved to your satisfaction.

If you still have questions or are experiencing issues, please reply to this email and provide information about those issues. This will inform HECC that additional investigation is needed to resolve those remaining issues.

[Go to my request](#)

Thank you.

If your request is not resolved, you may reply to the confirmation email to let HECC staff know you still need help.