

## Requesting a LEARN Partner Portal Account

This document outlines how to submit a request for a LEARN Partner Portal account. Requests are processed by the Higher Education Coordinating Commission (HECC).

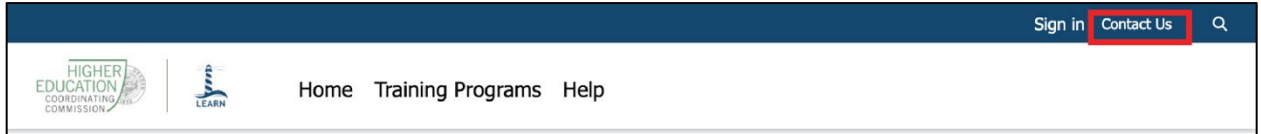
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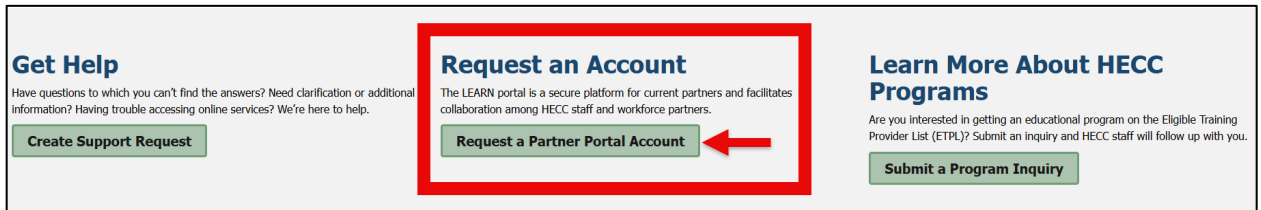
## How to Submit a Request

Follow the steps below to submit a request for a Portal account:

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



3. Scroll down to the **Request an Account** section in the center of the page and click **Request a Partner Portal Account**, which will take you to the Support Request page.



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

## Filling Out & Submitting a Support Request

Complete the form on the Support Request page (pictured below) and click **Submit Request**. **NOTE:**

- A red asterisk\* indicates that a field is required. Assistive technology, 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.

<b>First Name *</b>	<input type="text" value="First name"/>
<b>Last Name *</b>	<input type="text" value="Last name"/>
<b>Email Address *</b>	<input type="text" value="example@email.com"/>
<b>Phone Number Type *</b>	<div>Select</div>
<b>Phone Number *</b> <small>Enter phone number as 10 digits without dashes</small>	<input type="text" value="5555555555"/>
<b>Phone Number Extension</b>	<input type="text" value="000"/>
<b>Who do you work for? *</b>	<input type="text" value="Organization Name"/>
<b>Job Title *</b>	<input type="text" value="Job title"/>
<b>In which of the following activities will you engage as a partner user? *</b>	<div>Select</div>
<b>Do you have a point of contact at a HECC Office?</b>	<input checked="" type="radio"/> No <input type="radio"/> Yes
<b>Additional Comments</b>	<div></div>

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[Play the audio code](#)

Enter the code from the image

Submit Request

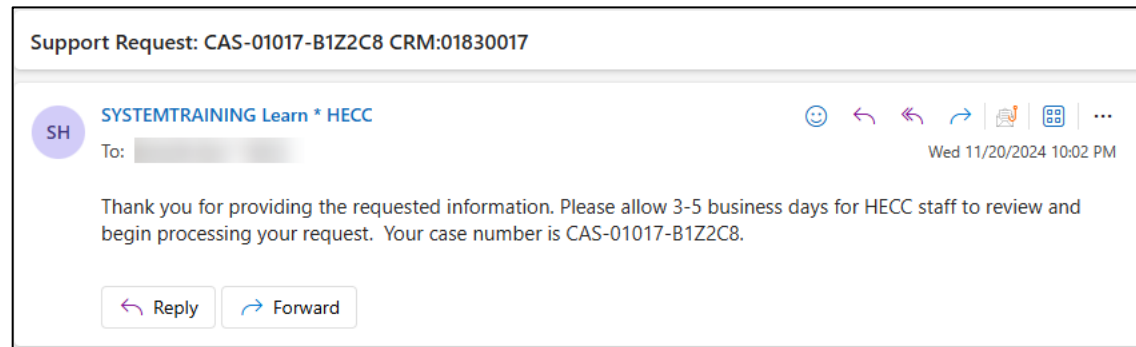
After submitting the completed form, a confirmation message will appear.

## Support Request Submitted

Thank you for providing the requested information. Please allow 3-5 business days for 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).



Someone from the HECC team will reach out to address your request and, if approved, you will receive an invitation to set up your Portal account. Once they have processed your request, you will receive email confirmation that your Support Request has been resolved, with the option to follow-up, as needed.