

Support Articles in the LEARN Portal

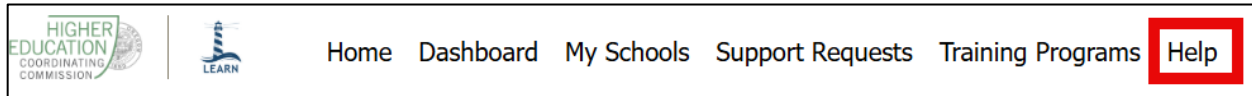
This document outlines how to locate and utilize the LEARN Portal's Knowledge Base, which allows you to search for help articles by subject or keyword(s) to find the support you need.

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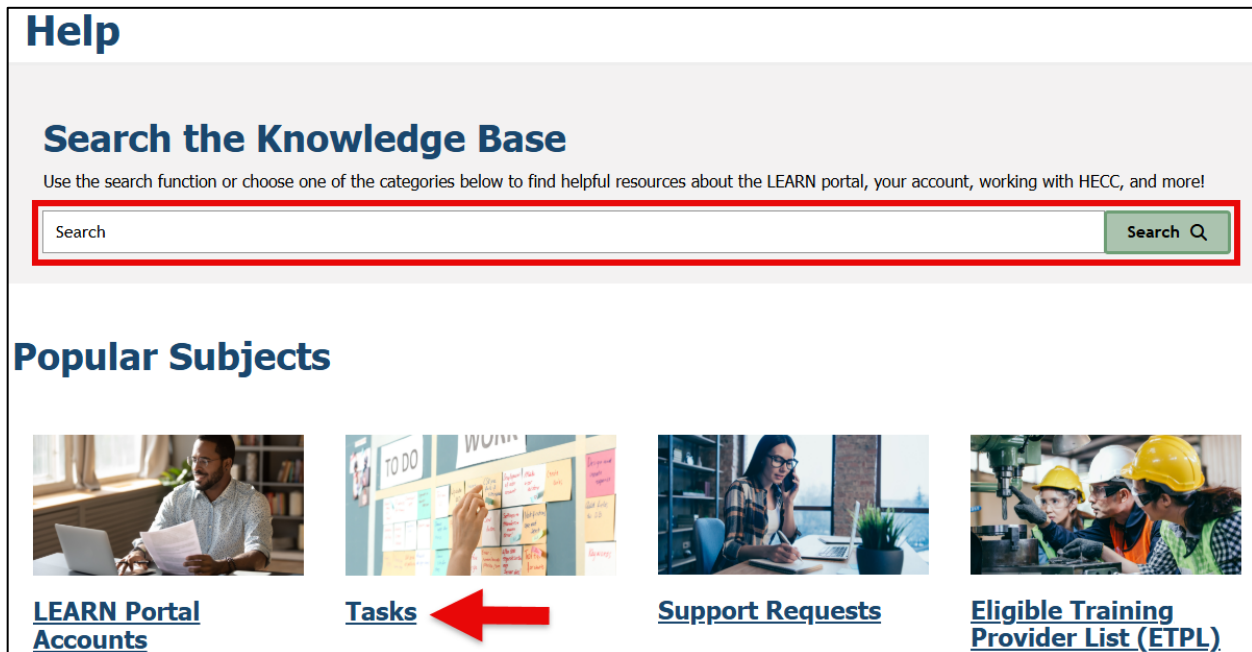
Navigating to the Knowledge Base

In the LEARN Portal, click **Help** in the upper navigation menu (pictured below).



Searching for Articles

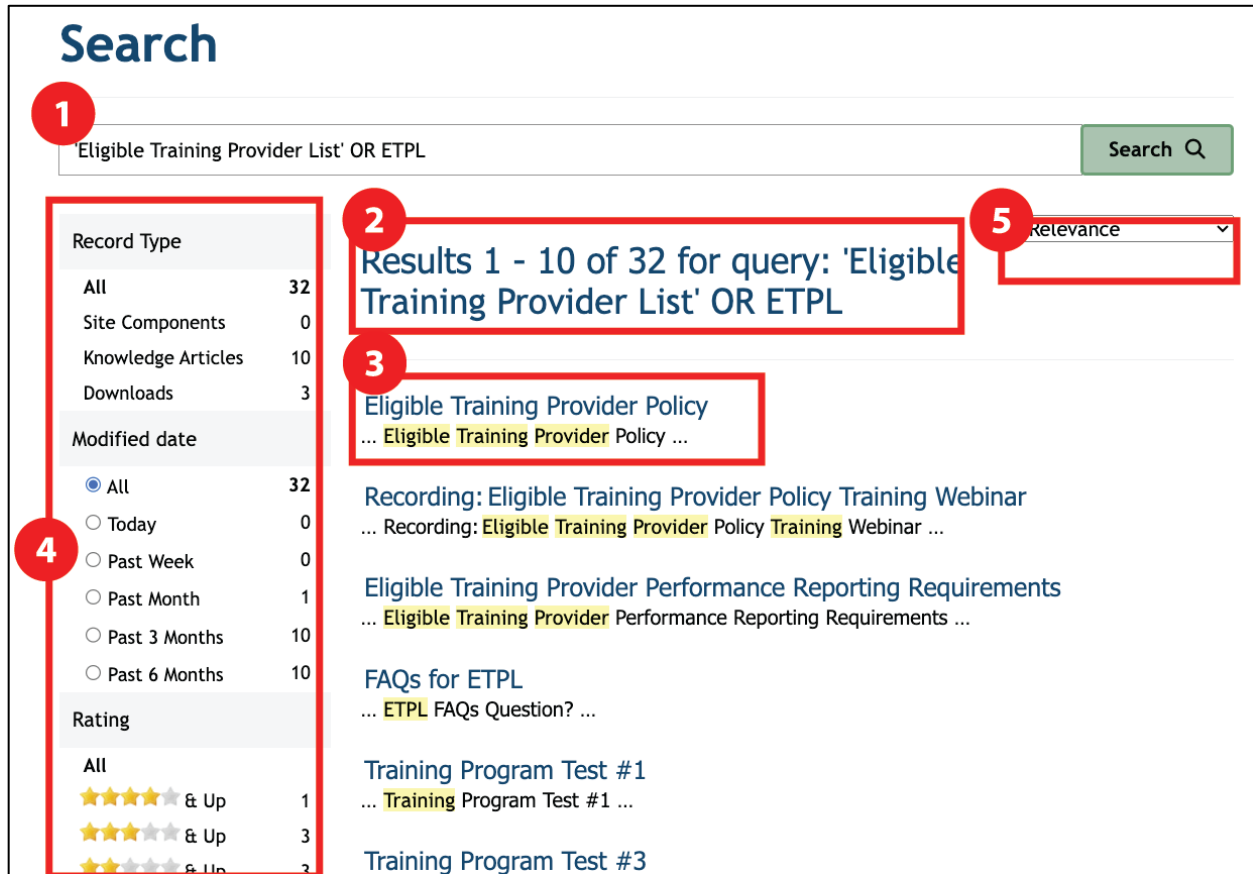
From here, you can type a keyword or phrase into the Search bar and click “Enter” on your keyboard or the Search button (pictured below) to see the relevant search results. Or, you can click one of the Popular Subject names (example in the screenshot below) to view all relevant Knowledge Base articles.



Next, we will break down how to refine your search, view specific articles, and rate

Search Page

Below, key elements of the Search page have been numbered followed by corresponding descriptions:

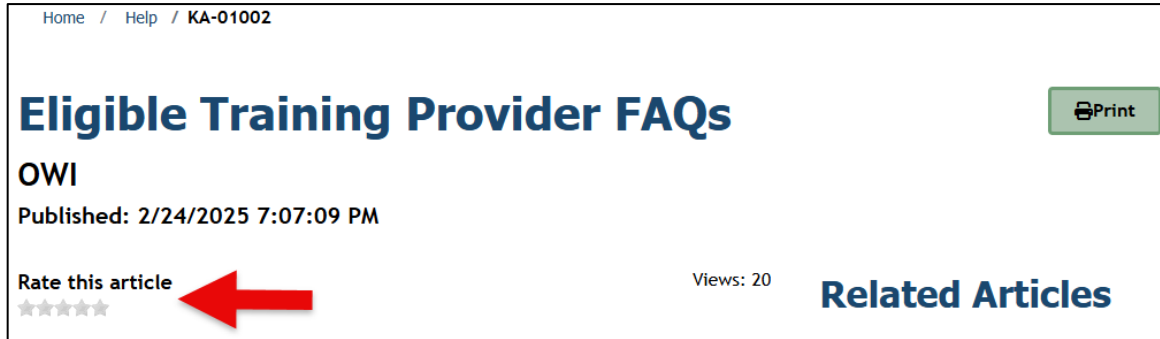


The screenshot shows the Search page interface. Callout 1 points to the search input field containing the text "Eligible Training Provider List' OR ETPL". Callout 2 points to the results summary "Results 1 - 10 of 32 for query: 'Eligible Training Provider List' OR ETPL". Callout 3 points to a search result titled "Eligible Training Provider Policy". Callout 4 points to the left sidebar filters, including "Record Type", "Modified date", and "Rating". Callout 5 points to the "Relevance" dropdown menu in the top right corner.

1. The search bar displays the word or phrase you searched for. Remove the text to begin a new search.
2. The number of search results (also called a query) will be displayed.
3. Click on an article name to open it.
4. Optional: You can refine your search by using the results type filter, modified date or rating.
5. Optional: Click the drop-down to reorder your search results by view count instead of relevance.

Viewing & Rating Articles

When viewing an article, you may rate an article by selecting a number of stars (out of 5, highlighted in the screenshot below) to help HECC staff understand if the information in the article was helpful. When you are viewing a specific article, you may see **Related Articles** on the right.




Home / Help / KA-01002

Eligible Training Provider FAQs

OWI

Published: 2/24/2025 7:07:09 PM

Rate this article  ★★★★★

Views: 20

Print

Related Articles

Click the back button to return to your search results, or click Help to return to the Knowledge Base and Popular Subjects.

Related Training Materials

- Creating a Support Request as an Anonymous User (for those who do not have or are unable to log into a LEARN Portal account).
- Creating a Support Request as an Authenticated User (for those who are logged into a LEARN Portal account).