Help Section - Training Portal

Supported By RioMed EST. 1997

Agenda

1. When to Contact Site Support?
2. Contacting Site Support (Not Logged In)
3. Contacting Site Support (Logged In)
4. Submitting a Support Request (Logged In)
5. Communication and Follow-Up

Objectives

1. Understand how to contact the Site Administrator
2. Explain the different support options available based on login status
3. Ensure students know what information to provide for quicker assistance

Introduction

1. This guide explains how to reach out to Site Support if you experience any issues while accessing the training portal
2. Support can be contacted whether you are logged in or out

When to Contact Site Support?

1. Unable to log in to the training portal
2. Technical issues while accessing courses or content
3. Account-related queries
4. Any other portal-related concerns

Contacting Site Support (Not Logged In)

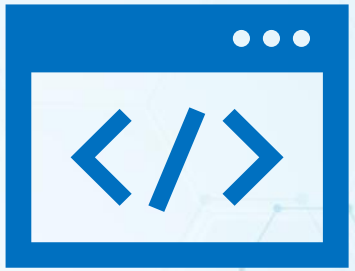
1. Scroll to the footer of the Training Portal
2. Click on the Contact Us option
3. Select the Mail icon

What Happens Next? (Not Logged In)

1. You will be redirected to Outlook
2. A new email draft will open
3. Send your query to the designated Site Administrator
4. Include clear details of the issue for faster assistance, add screenshots for better understanding of the issue

Contacting Site Support (Logged In)

1. Log in to the Training Portal
2. Click on Contact Site Support
3. You will be redirected to a support page



Submitting a Support Request (Logged In)

1. Enter a clear and relevant Subject
2. Provide a detailed description of your issue
3. Submit the request

Communication and Follow -Up

1. The email address used during account creation will be used for communication
2. The Site Administrator will respond with updates or solutions
3. Please check your email regularly for responses

Conclusion

1. You can contact Site Support whether you are logged in or not
2. Always provide clear and detailed information when raising a query
3. This helps the support team assist you more efficiently

Glossary

1. **Training Portal:** An online platform used to deliver and manage training courses
2. **Site Administrator:** The person/group responsible for managing and supporting the portal
3. **Contact Us:** A portal option used to reach Site Support
4. **Site Support:** The help service for resolving portal related issues
5. **Outlook:** Email application used to send support requests
6. **Subject:** A short title describing your query
7. **Query:** A question or issue raised by a user
8. **Footer:** The bottom section of the portal page

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Note: Please click the back arrow button of the browser to go back to the course

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