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MYLEARNING HELPER

Support summary

Instructions with explanation how to reach support for users of MyLearning (ABB Learning Management System).

Ticket types

Incident – e.g. training progress not captured, error message, slow performance, problem with launching content or logging in etc.

Service request – e.g. report request, data load request, add/remove access, question, add new privileges etc.

Internal ABB users (employees, contractors)

Incidents - submit new ticket by:

- **MyServices** portal **- create incident ticket MyServices for Global Non-ERP applications (remember to provide "MyLearning" or "LMS" in application name field)**E-mail to ABBGlobalServiceDesk@abb.com - put "LMS" or "MyLearning" in subject line

- Teams chat with an ABB Service Desk agent

All tickets will be addressed in order of severity. Please be advised that to receive support in timely manner, it will be most helpful if you provide us with more detailed information regarding your problem:

1. What process cannot be completed, what should be the result?

2. What were the steps you have taken before problem occurred?

3. Provide details regarding the training (if applicable) – eg. training title or code

4. Attach screenshots from the application describing your issue

Service request - submit new ticket in MyServices portal and select appropriate ticket from the list. Description of Catalog items can be found HERE.

External users (without ABB email address)

Incidents - submit a new case by e-mail to PL-MyLearningappsupport@abb.com - remember to put "LMS" or "MyLearning" in subject.

Service Requests - submit a new case by contacting Administrator/Instructor responsible for the training (given in Contact Support field). In order to get access to ABB MyLearning, find out how to create an account HERE.