

Your new eLMS and Blackboard helpdesk...

Streamlined, efficient, personal support – when you need it.

FAA has upgraded and streamlined your eLMS and Blackboard helpdesk support. Your new helpdesk experience means more efficient, personalized support, to help you resolve your eLMS and Blackboard issues quickly – so that you can get back to the work that matters most.

What you need to know

- You will submit all of your eLMS and Blackboard issues via email only to this **dedicated support team** at: elmssupport@faa.gov
- The support team will **respond to your ticket within one hour**, and may contact you via telephone or Adobe Connect to help resolve your case
- Resolution time depends on the complexity of your issue, but the team aims to **resolve all issues in less than 24 hours**
- The new help desk hours are **8:00 a.m. to 7:00 p.m.** Eastern Time, Monday through Friday (except federal holidays)
- For non-eLMS and Blackboard issues, continue to contact your appropriate national IT helpdesk:
 - ATO National Help Desk 1-844-FAA-MyIT or helpdesk@faa.gov
 - ARC National Help Desk (CSC), 1-405-954-3000

We look forward to bringing you this new support service to help you promptly resolve your eLMS and Blackboard challenges so you can get back to the work that matters most to you.

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What's better about the new eLMS & Blackboard helpdesk

FAA is committed to providing you with the fast, personalized eLMS and Blackboard support that you need to continue doing your job efficiently. Streamlining the way your issues are resolved is only the beginning.

You can count on:

- Saying good bye to losing valuable working time waiting on hold
- Working with experienced technicians, many of whom:
 - Are SuccessFactors Learning certified
 - Have worked with eLMS since its inception at FAA, giving them expert knowledge
 - Can provide eLMS training to your line of business or staff office
- Consistent responses – and accessibility – to frequently asked questions
- Continuous improvement of eLMS and Blackboard thanks to better support metrics that measure your frequently reported issues