

## 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

- Beginning November 1, 2016, users can submit a live chat request and chat live with a Help Desk agent Monday to Friday, 9am to 4pm ET by accessing <https://elms.faa.support>
- A job aid for navigating the website and starting a chat can be found [here](#)
- Help desk users have three live chat options:
  - Browse by topic – this feature allows users to browse the repository of FAQs, tips, and troubleshooting articles
  - Search by topic – this feature allows users to search for an article by keyword
  - Start a live chat session – this feature allows users to start a live chat session via the “chat with us” button; once a chat session is started, a help desk ticket is automatically initiated
- As always, users can still open a support ticket by emailing [elmssupport@faa.gov](mailto:elmssupport@faa.gov) Monday to Friday, 8am to 7pm ET