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ABB MyLearning

Support delivery methods for internal and external Learners

General information

Purpose of this document is to provide ABB MyLearning portal Users information how internal and external Users can receive support when needed in regards to incidents and service requests.

Target audience - ABB employees, contractors, Channel Partners, Suppliers, university students, others.

Incident - error message, slow performance, problem with opening classes, etc.

Service request - access request, new access, remove access etc.

Support for ABB Users (employees, contractors)

Incidents and Service Requests - please submit a new case by:

- sending an e-mail to **ABBGlobalServiceDesk@abb.com** - remember to put LMS or MyLearning in subject line
- Skype chat or call with a ABB Service Desk agent: **support@abbhd.com**
- calling ABB Help Desk - find contact information for your local IS support [here](#)
- visiting [MyIS](#) portal

Please be also advised that to receive support in timely manner it will be most helpful if you provide us with more detailed information regarding your problem:

- what process cannot be made, what should be the result?
- what were the steps you have taken before problem occurred?
- please attach screenshots from the application (if possible) describing your issue - Class code or title
- Please also check our guide on how to raise/create ticket using MyIS available [here](#).

Support for non-ABB Users (Channel Partners, suppliers, others)

Incidents - please submit a new case by:

- sending an e-mail to PL-MyLearningappsupport@abb.com - remember to put LMS or MyLearning in subject line

Service Requests - please submit a new case by:

- Contact Administrator/Instructor who is responsible for Course or Class. In order to get access to ABB MyLearning, MyABB account has to be created on <https://myportal.abb.com/> - please find more details [here](#).