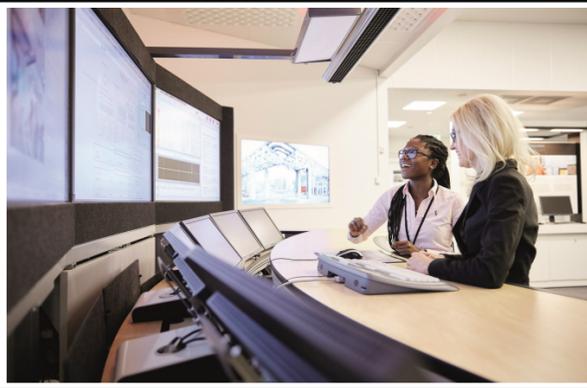# ABB MyLearning

Reaching our Support Team

Came across any strange behavior of MyLearning system? Maybe noticed any issue and want to raise it to our Support Team? We are here to help you. Below you can find the **full support materials list** that should provide the answer to each of your questions and learn the raising ticket path in order to guarantee the best quality & the fastest support delivery for yourself.

Check out our User guides right now!

With our job aids you should be able to perform almost every single task in MyLearning. **From standard manuals to video guides** - we offer vast database of support resources that were prepared in accordance with Users' feedback. Check them out below and resolve any concerns on your own instead of waiting for the support team reply.

Support materials

Went trough the job aids and still didn't find a solution for your issue?

- **Submit a ticket via MyIS**

  Visit MyIS portal and proceed with one of the following:

Noticed any issue or have a question?

Submit an Incident

Go to MyIS and pick **Get Support>Create Ticket** and submit your ticket with the issue description

Click for details

Want to be granted with specific role in MyLearning or have any system request?

Submit Service Request

Go to MyIS and pick **Ordering>Software & Applications >Access/Change Request>New Access/ABB Change**, locate **LMS** and submit your request with the desired role/ improvement in the system needed & its purpose explained

Click for details

- **Do you prefer to reach us other way? (for internal Users)**

Send an e-mail (with „LMS" in subject line)	ABBGlobalServiceDesk@abb.com
Skype chat or call with ABB Service Desk agent	support@abbhd.com
Call Help Desk - find contact information for your local IS support	ABB Help Desk

- **To receive support in timely manner, please provide us with more detailed information regarding your problem:**

  - Class code or/and the title
  - What process cannot be accomplished?
  - What result are you aiming for?
  - What were the steps you had taken before problem occurred?
  - Please attach screenshots from the application describing your issue (if possible)

- **Known issues - basic troubleshooting solutions**

The accuracy of training records seems to be not complete	The data migration process from old Training Partner system is still ongoing. We have already migrated enrollments' data from **last 2 years** and still migrating data **up to 5 years**. Don't worry - no records are lost. You can report this via MyIS portal & request a time extension in case your certification is KPI/PDA related.
Learner profile information	The data is driven by HRGT (HR Masterdata). Make sure that you have your details in Skype set correctly. If yes, you can raise a ticket to our Support Team via MyIS. If no, please request for update your HRGT data via AskHR Portal so your MyLearning profile could be updated as well.
Can't see enrollments in MyLearning tab?	Please try to refresh the page or click the searching icon (even couple of times). If it does not help you, please contact us via MyIS.

Visit MyLearning

Want to check out the learned stuff in practice? Go to MyLearning (click here for Americas portal) and **Sign In** or test our mobile app available for Android and iOS devices.

Are you an external User?

If you are an external for ABB, you can reach our support team by writing to PL-MyLearningappsupport@abb.com. Don't forget about including all the details mentioned above in your mail.

Share your feedback

Have any feedback, compliment or complaint in reference to our support services? Share them with us via dedicated MyIS site.

Kind regards
LMS Support Team