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 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. For a quick reference, the videos below can give you the overview.

- Visit the job aids and still didn’t find a solution for your issue?
  - Submit a ticket via MyIS
  - Go to MyIS portal and proceed with one of the following:
    - Do you prefer to reach us other way? (for internal Users)
    - 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 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.

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

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

Try to receive support in timely manner, please provide us with more detailed information regarding your problem:

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- What process cannot be accomplished?
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Went through the job aids and still didn’t find a solution for your issue?

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Kind regards

LMS Support Team