

## Deciding Which Help Desk to Contact

Do you know which Help Desk to contact when you have questions about the LMS? There are **two** different Help Desks available for you. See below to learn more.

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**Choices:** **A: Contact the LMS/Blackboard Help Desk at [elmsupport@faa.gov](mailto:elmsupport@faa.gov)**

This is for **functionality** issues related to eLMS/Blackboard **content** (something is not working in the course)

**B: FAA users contact MyIT at 1-844-FAA-MYIT (322-6948) or email: [helpdesk@faa.gov](mailto:helpdesk@faa.gov)**

**C: DOT users contact IT at 5-HELP (202-385-4357) Toll Free: (866)-466-5221 or email: [5-HelpExpress@dot.gov](mailto:5-HelpExpress@dot.gov)**

These are for **technical** issues related to the LMS and Blackboard (mechanical issues with your computer)

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## Choice A: Contact the LMS and Blackboard Help Desk at [elmsupport@faa.gov](mailto:elmsupport@faa.gov)

### Examples of issues

- My course will not load
  - The Course Catalog search does not work– the message is “There were some issues performing this search.”
  - My course content will not advance
  - I cannot see the button to advance or complete course
  - I completed all the sections of course in the correct order but I do not get a course completion or the certificate is not in my learning history
  - New hire is not yet in the LMS/cannot log into the LMS –“.... ID not found in SuccessFactors”.
  - I get a variety of errors- (Validation, Proxy, Server)
  - I get a message that says to contact LMS Admin or “System Administrator”
  - I need my exam unlocked
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**Choice B: FAA users contact MyIT at 1-844-FAA-MYIT (322-6948) or email: [helpdesk@faa.gov](mailto:helpdesk@faa.gov)**

**Choice C: DOT users contact IT at 5-HELP (202-385-4357) Toll Free: (866)-466-5221 or email at 5-HelpExpress@dot.gov**

**Example of issues and/or error message contents:**

- Error messages: LMS API/SCORM/ACComm, Plateau Content Wrapper
  - Updates needed - Java and/or Adobe Flash Player, general updates
  - MyAccess – password needs to be reset
  - Browser issue - you are using Internet Explorer but still having problems launching the course
  - Security Settings – general updates needed
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