



Create an Avaya Learning Ticket on the OneCare Portal

Log in to the OneCare Portal

1. Go to <http://onecare.avaya.com>
2. Sign in with your SSO credentials
Please use your Avaya Handle and your global password.

The screenshot shows the AVAYA LOGIN NOW page. It has a red header with the AVAYA logo. Below the header, there's a 'LOGIN NOW' section. On the left, there's a 'LOGIN INFORMATION' box with fields for 'Email Address *' and 'Password', and buttons for 'SUBMIT >' and 'FORGOT PASSWORD >'. On the right, there's a 'Don't have a login? Sign Up' link and a 'LOGIN ASSISTANCE' box listing regions: Asia Pacific, Europe, Middle East & Africa, Caribbean, Latin America, and United States - Canada. A note at the bottom says '* Avaya employees please use your Avaya handle and global password'. At the very bottom, there's a small copyright notice: '© 2019 Avaya Inc. Use of this site indicates you accept the Terms of Use and the Privacy Statement'.

Create an Avaya Learning Ticket

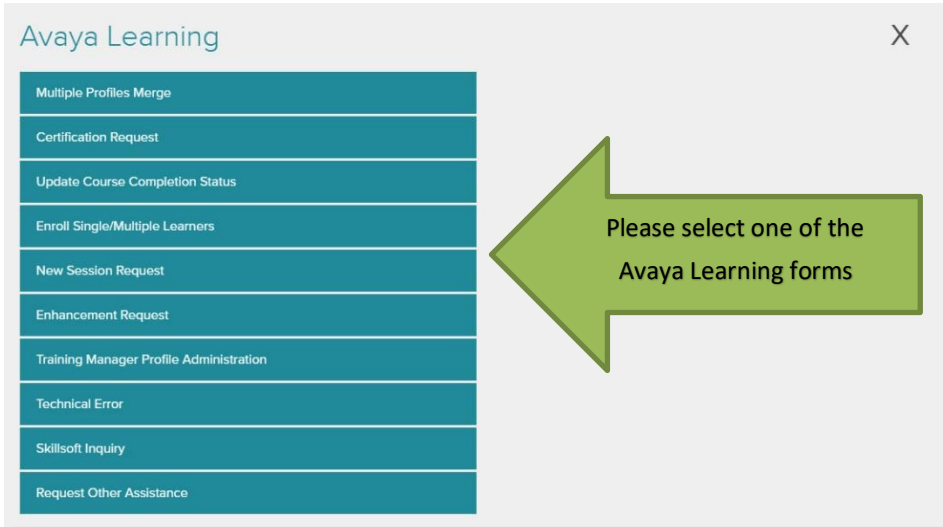
On the OneCare Portal, scroll down to the **Get Support** section and select the **Avaya Learning** category.

The screenshot shows the 'Get Support' section of the OneCare Portal. It features a grid of eight support categories, each with an icon, a title, a brief description, and a 'New Request +' button. The categories are: Security, Access and Passwords; Connectivity; Communications and Collaboration; Corporate Applications; Software; Hardware and Peripherals; Avaya Learning (highlighted with a red border); and Chat, Search KB and more. The 'Avaya Learning' category description reads: 'Get support for Avaya Learning and Credential Management System'.

The tile will show a list of **Avaya Learning forms**, please **select one of the forms** to create a ticket.

NOTE: Each form has its own set of questions and required information that the Avaya Learning Support Center will need to process the ticket and fulfill your request. Please, be as specific as possible, enter all the information required and any other information you think is relevant.

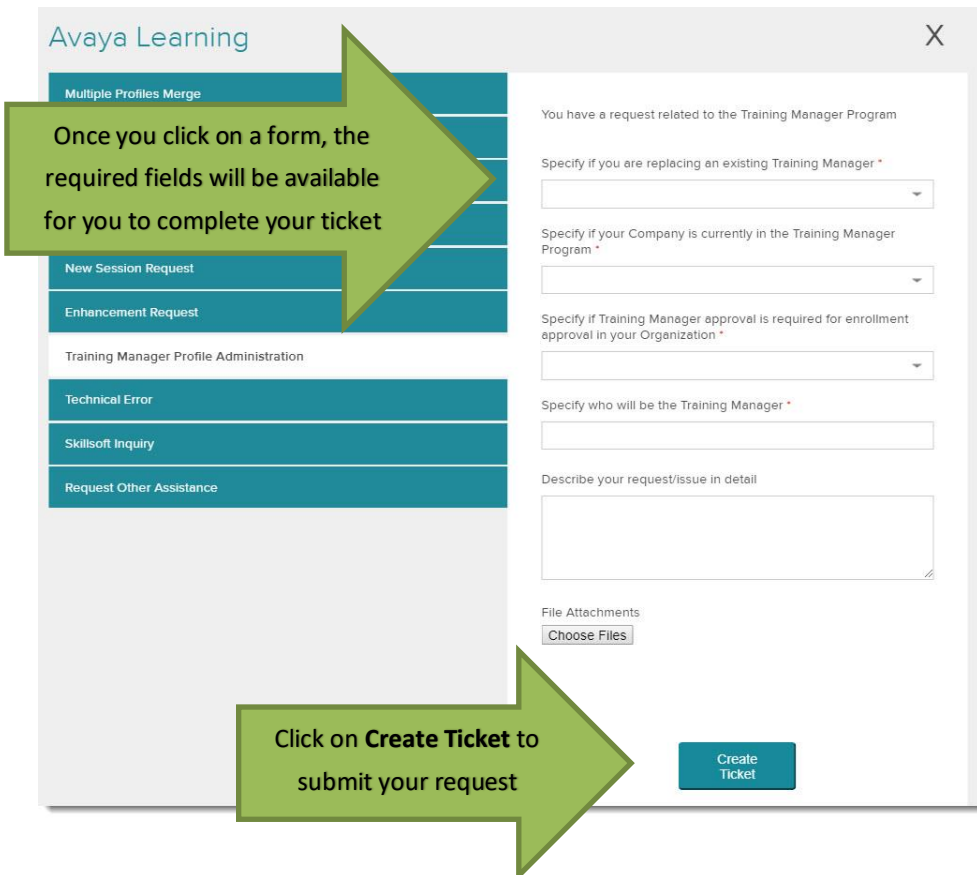
Once the request is complete, please click on **Create Ticket** to submit the request.



Avaya Learning

- Multiple Profiles Merge
- Certification Request
- Update Course Completion Status
- Enroll Single/Multiple Learners
- New Session Request
- Enhancement Request
- Training Manager Profile Administration
- Technical Error
- Skillssoft Inquiry
- Request Other Assistance

Please select one of the Avaya Learning forms



Avaya Learning

Once you click on a form, the required fields will be available for you to complete your ticket

You have a request related to the Training Manager Program

Specify if you are replacing an existing Training Manager *

Specify if your Company is currently in the Training Manager Program *

Specify if Training Manager approval is required for enrollment approval in your Organization *

Specify who will be the Training Manager *

Describe your request/issue in detail

File Attachments
Choose Files

Click on **Create Ticket** to submit your request

Create Ticket

View and Update Open Requests

On the OneCare Portal, under the **My Requests** tab, you can review the list of your **open requests** and you will have the option to **view** the details of your request, **edit** your request or **close** your request.

OneCare Portal
How can we assist to take your business further?

Report an Outage
Current Outages Docs & FAQs Partner Programs

My Requests History

My Requests
Review the list of opened requests below and take the relevant action

FILTER REQUESTS

| Request ID | Start Date ↓ | Title | Status | Action |
|------------|--------------|-------|---------------|---------------|
| | | | Open - Linked | Select Action |
| | | | Open - Linked | Select Action |
| | | | Open - Linked | View Details |
| | | | | Edit |
| | | | | Close |

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View Closed Requests

On the OneCare Portal, under the **History** tab, you can review your **closed requests** and you will have the option to **view** the details of your request and **re-open** your request (if request closed within 5 days).

OneCare Portal
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My Requests History

Ticket History
Ticket History

FILTER REQUESTS

| Request ID | Date Closed ↓ | Title | Status | Action |
|------------|---------------|-------|--------|-----------------|
| | | | Closed | Select Action |
| | | | Closed | Select Action |
| | | | Closed | View Details |
| | | | Closed | Re-open Request |
| | | | | Select Action |

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NOTE: The option to re-open a request is only available **within 5 days** after the request has been closed. If the request has been closed for more than 5 days, only the *View Details* option will be available.

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My Requests History

Ticket History
Ticket History

FILTER REQUESTS

| Request ID | Date Closed ↓ | Title | Status | Action |
|------------|---------------|-------|--------|---------------|
| | | | Closed | Select Action |
| | | | Closed | Select Action |
| | | | | View Details |

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