



## 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 the e-mail address associated with your SSO credentials.*

The screenshot shows the Avaya OneCare Portal login interface. At the top is the Avaya logo. Below it is a 'LOGIN NOW' section. On the left, there is a 'LOGIN INFORMATION' box with fields for 'Email Address' and 'Password', and buttons for 'SUBMIT' and 'FORGOT PASSWORD'. On the right, there is a 'Don't have a login? Sign Up' link and a 'LOGIN ASSISTANCE' section listing regions: Asia Pacific, Europe, Middle East & Africa, Caribbean, Latin America, and United States - Canada. A note at the bottom states: '\* Avaya employees please use your Avaya handle and global password'.

### 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 seven support categories, each with an icon, a title, a brief description, and a 'New Request' button. The categories are: Onboarding and Partner helpdesk, Quoting, Ordering & Maintenance, Order Fulfillment, Invoice & Dispute Management, Systems Help, Avaya Learning (highlighted with a red border), and Other. The 'Avaya Learning' category description reads: 'Get support for Avaya Learning and Credential Management System'.

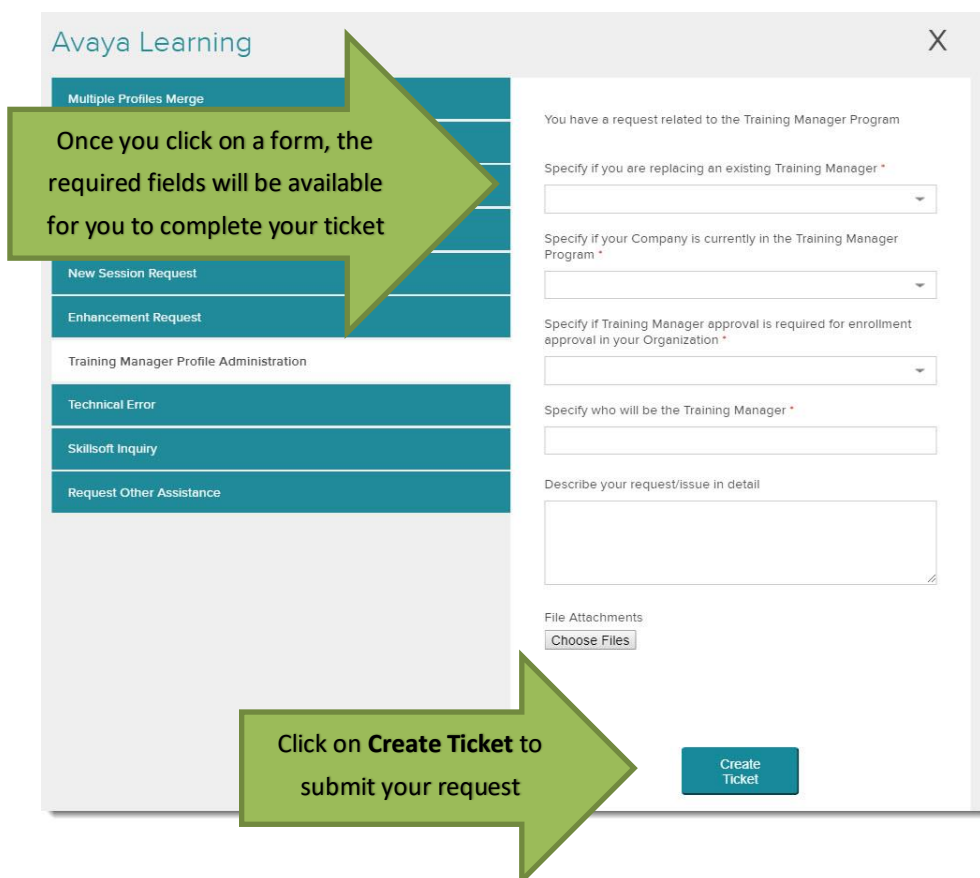
The tile will show a list of **Avaya Learning forms**, please **select one of the forms** to create a ticket.

*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.



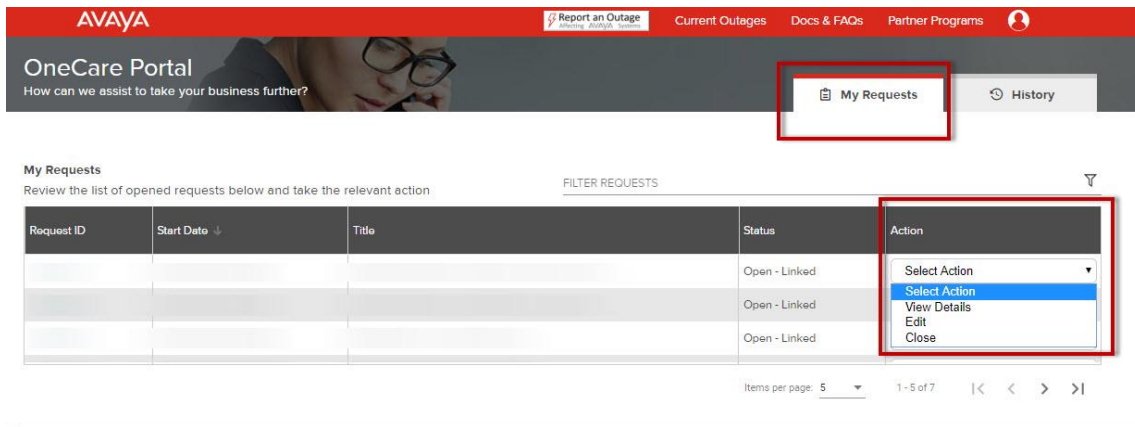
The screenshot shows the 'Avaya Learning' interface with a list of forms on the left and a large green arrow pointing to the list. The forms listed are: Multiple Profiles Merge, Certification Request, Update Course Completion Status, Enroll Single/Multiple Learners, New Session Request, Enhancement Request, Training Manager Profile Administration, Technical Error, Skillsoft Inquiry, and Request Other Assistance. The green arrow contains the text: 'Please select one of the Avaya Learning forms'.



The screenshot shows the 'Avaya Learning' interface with a form on the right and a large green arrow pointing to the form. The form contains the following fields: '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 \*', and 'Describe your request/issue in detail'. There is also a 'File Attachments' section with a 'Choose Files' button. At the bottom right, there is a 'Create Ticket' button. The green arrow contains the text: 'Once you click on a form, the required fields will be available for you to complete your ticket'. Another green arrow at the bottom points to the 'Create Ticket' button with the text: 'Click on Create Ticket to submit your request'.

## 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.

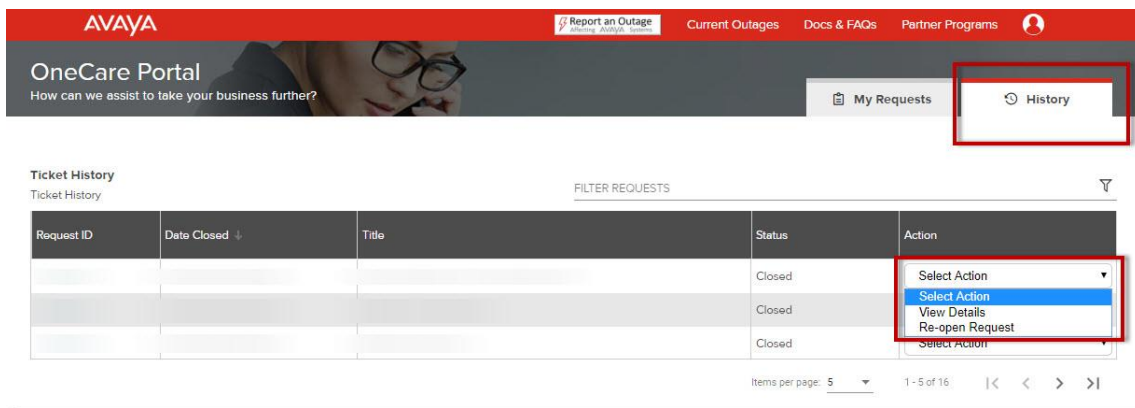


The screenshot shows the OneCare Portal interface. The top navigation bar includes the AVAYA logo, a 'Report an Outage' button, and links for 'Current Outages', 'Docs & FAQs', and 'Partner Programs'. The main header area has the 'OneCare Portal' title and a tagline. Below this, there are two tabs: 'My Requests' (selected) and 'History'. The 'My Requests' section displays a table of open requests. The table has columns for 'Request ID', 'Start Date', 'Title', 'Status', and 'Action'. The 'Status' column shows 'Open - Linked' for three entries. The 'Action' column has a dropdown menu open, showing options: 'Select Action', 'Select Action' (highlighted), 'View Details', 'Edit', and 'Close'. A red box highlights the 'My Requests' tab and the action menu.

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

## View Closed Requests

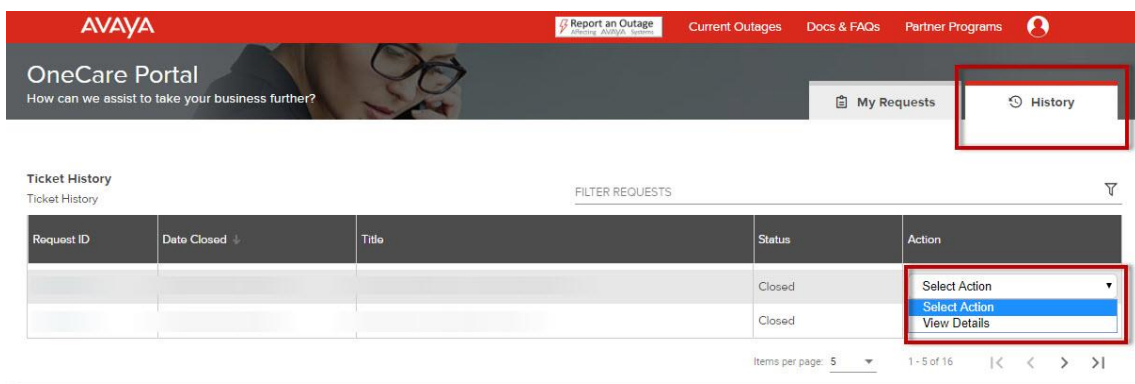
On the OneCare Portal, under the **History** tab, you can review your **closed requests** and you will have the option to **view** the details of your request and **re-open** your request (if request closed within 5 days).



The screenshot shows the OneCare Portal interface with the 'History' tab selected. The 'Ticket History' section displays a table of closed requests. The table has columns for 'Request ID', 'Date Closed', 'Title', 'Status', and 'Action'. The 'Status' column shows 'Closed' for three entries. The 'Action' column has a dropdown menu open, showing options: 'Select Action', 'Select Action' (highlighted), 'View Details', 'Re-open Request', and 'Select Action'. A red box highlights the 'History' tab and the action menu.

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

**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.



This screenshot is similar to the previous one, showing the 'History' tab and a table of closed requests. However, the dropdown menu in the 'Action' column only shows 'Select Action', 'Select Action' (highlighted), and 'View Details', indicating that the 'Re-open Request' option is no longer available for this request.

Request ID	Date Closed	Title	Status	Action
			Closed	Select Action
			Closed	Select Action
				View Details