Elearning Experts Support FAQ

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So that Elearning Experts may best serve your support needs, we ask that you consider the following information when seeking support and interacting with existing support cases.

How does the Elearning Experts Support Portal work?

The support portal is a web site where we handle all of our support communications. While the portal does send out email notifications, it is best to log in to the support portal directly at https://elearningexperts.worketc.com to view all current and historical communications related to support cases.

What is a support case?

A support case is a data record in the support portal, which encompasses all of the communications for one unique support need. It is important to put separate, distinct issues into separate support cases. It is also important to update existing support cases for ongoing communication of a support need, rather than creating a new support case for every new communication relating to the same problem.

How to create a new support case?

A new support case can be created by logging in to https://elearningexperts.worketc.com

A new support case can also be created by sending an email to support@elearningexperts.net , however any additional communications to the support case should be made by logging in directly to the support portal at https://elearningexperts.worketc.com

Why can't I just send email to support@elearningexperts.net?

We ask that you do not send a new email to the support account for every update to the same issue because this creates a new support case for every email that is created. As you can

imagine this becomes quite hard to manage efficiently and instead of addressing the problem you are experiencing we must wade through a plethora of new support cases.

Can I reply to email sent to me by WorkETC?

Yes - if you reply, you MUST leave the subject in tact. This will allow the WorkETC support portal to attach your reply to the existing open support case.

Can I put a bunch of different issues into one support case?

No, as this confuses the communications to a point that we are not able to efficiently sort out which communication belongs to which issue. Separate issues go in separate support cases.

How do I log in to the support portal?

If you do not know your username and password to the support portal, drop us an email at support@elearningexperts.net and we will help you out.

How long do I have to wait to receive an update to a new support case?

See the service agreement located here: http://elearningexperts.net/terms-of-use

Why can't I just call you?

See the service agreement located here: http://elearningexperts.net/terms-of-use

What priority should I choose when creating a new support case?

If you create a new support case via the support portal at https://elearningexperts.worketc.com then you have the option to set a priority level on the new support case. The most up to date priority definitions can be found in our service agreement located at http://elearningexperts.net/terms-of-use, but the following is accurate at the time of this publication:

Case Priority	Type of Issue	Example
Urgent	Site is unavailable or unusable for all users.	No user is able to login. Site is inaccessible to all users.
High	Significant problems with functionality or performance. Issue is not resolvable after initial troubleshooting and/or known workarounds.	Site is functional, but page load times are unacceptably prolonged (i.e. <45 sec on cable modem). Backup and/or restore functions are not working. You have a major Gradebook issue during critical educational or compliance requirement timeframe.
Important	Other performance issue or individual user problem.	Other unexpected behavior within the course site. Grades appear to be inaccurate. Feedback is not displaying for individual student. Email notifications are not occurring or are delayed.
Normal	Routine inquiries regarding tool function, configuration, capabilities, etc. Reporting bugs or requesting bug fixes. Instructional support. Requests for information not available in the Elearning Experts' Knowledge Base.	Clarification on setting up Groups. Configuration of Gradebook. Customization of messages generated within LMS. Bug report.

My learning management system (Totara or Moodle) is completely down and unresponsive: I need help NOW!

Log in to the support portal at https://elearningexperts.worketc.com and create a new support case. Set the priority to "Urgent"

A case priority of Urgent will notify the appropriate on call personnel and will always be more effective than a phone call.

Urgent priority is reserved for issues where the learning site is unavailable or unusable for all users.