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What is the Skillsoft Support Community?

Skillsoft Support Community is an area for Skillsoft customer administrators to submit and view cases for their Organization. They can also edit any cases that have been submitted to support. Administrators also have quick access to the support Browser Test Page, Skillsoft Knowledgebase, System/Network Requirements and Support Frequently Asked Questions.

Where do I go to login to the Skillsoft Support Community?

You can login to the community at http://support.skillsoft.com/admin/login with the login information that was provided to you from your Skillsoft Learning Consultant.

Once I login to the site, how do I submit a case?

When you are logged into the Community, you can click on the “New Case” button as seen below –

The ‘New Case’ pane will open and you are able to fill in the required fields for the case (note that required fields are preceded by a red line).

- **Status**: You will not be able to change this status, it will always default to ‘Open’.
- **Browser Test Result:** if you have taken the browser test at [http://browser.skillport.com](http://browser.skillport.com), please enter the email address you used when running that test in this field (optional)

- **Subject:** Enter in a brief summary of the issue or question you have (required)

- **Description:** Enter in the details of the issue or question you have, including steps to replicate and any other important information. (required)

Once you are done entering in information in all the fields, you can choose to ‘Submit’ the case or use the ‘Submit & Add Attachment’ option if you have screen shots or documents to add to the case.

Once submitted, you will then be brought directly into the case and able to view the case number as seen below, along with all the other information you provided.
How do I view the cases members of my organization or I have created?

If you would like to view the cases that have been created by yourself or by other members of your organization, you can do so by clicking on the ‘Cases’ tab at the top of the page, then selecting the appropriate option from the ‘View’ drop down as seen below.
You then can view any particular case by clicking on the case number and are able to edit or view the information from the case detail page.
By default, if you click on the ‘Home’ tab, this will show you all the cases you have opened with support, only.
If I have further questions about cases or options available on the Skillsoft Support Community, where should I go?

If you have any questions about the Community or cases that have been opened for your organization, please feel free to access our ‘Live Chat’ option located on the bottom left side of the Community pages. Our agents are available 365 days a year - 24x7.