

# Providers' eAcademy® Support Options

## *Providers' eAcademy Support*

Reach out to the eAcademy Support Team for eAcademy needs, including best-practice advice and larger projects on your site, such as:

- Site management (developing new content, training plans, etc.)
- HRIS/Web Services Implementation (including Single Sign-On)
- New administrator/supervisor webinars
- Human Services Credentialing Program
- Technical issues that persist or need immediate attention

*Contact [eacademy@providers.org](mailto:eacademy@providers.org)*

## *Relias Connect*

Access the Relias Connect which includes:

- Step-by-step directions on building modules, training plans, and more!
- Informational Handouts, Webinars and Trainings
- System Requirement Information

*Get to Connect by clicking on the "Help" tab at the bottom of the Relias Menu or navigate to <https://connect.relias.com/s/>*

## *Relias Technical Support*

Contact Relias Support to discuss quick questions or to submit support tickets for technical issues, such as:

- Course is "freezing" or not loading
- Trouble accessing exams or evaluations
- Site error messages
- Merging learner transcripts

*Get to Relias Technical Support through the in-app chat option found at the bottom right corner (Question Mark Icon) or by calling 1-800-381-2321*