The Learning Environment – Support Request (How to Submit)

Description/Purpose: This document provides students and faculty with instructions on how to submit a support ticket with Acatar.

NOTE: Acatar uses the Zendesk tool for submitting tickets

Process:

1. Log into your Learning Environment

2. In the upper right of the screen, click Help

3. If you have already searched our Knowledgebase for the answer and still need assistance, click on Submit a Question

4. Complete the form, giving as much detail about the issue as possible. Be sure to include your Operating System, Browser, and Browser version.
5. You will receive a confirmation message

![Help]

6. You will also receive a copy of the ticket and a ticket number via email

![Request received: Can't open a video]
7. You will receive a response via email. You can either:
   - Continue the conversation via email by replying to the email
     OR
   - Click on the link within the email which will take you directly to the ticket within Zendesk

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**Can't open a video**
Jul 26 17:04  greekgeek1966 <greekgeek1966@gmail.com> (change)

[User interface screenshot]

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**greekgeek1966** Jul 26 17:04
My instructor has a video in session 3 that won't open. When I try to launch it, I get an error message that says:

"An error occurred. Please try again later". (I am attaching a screenshot)

I am running Windows Vista and my browser is Firefox version 22.