



Certification – Help Desk Request Guide

This guide reviews how to submit a Help Desk request to Certification.

Instructions

1. Log in to **ADEConnect**
 - a. You must have an ADEConnect account to submit a request.
2. Select **Help** from the top menu or click the **Help and FAQs** button
3. Click **Go to Help Desk**
4. Click **Request a Service**
5. Select **Certification (Not ESA)**
6. Select a **Sub Category**
 - a. Certification (**LEA/EPP Portal**) if you are an LEA user
 - b. My Certification (Educator Portal) if you are an educator
7. Add a **Subject**
8. Add a **Description** of the issue
9. **Attach** any relevant documentation or screenshots
10. Click **Add Request**
11. You will receive an email to the email address associated with your ADEConnect account from ADE HelpDesk with the details of your request.
12. A technician will follow up on your request.