LMS Related Support Options

- NIH IT Service Desk
  - Install Software
  - Issues with work computer
  - Network Password Reset
  - Network Account Issues
  - General IT Support

- NIH/OHR HR Systems Support
  - Error Messages in LMS
  - Additional Approver & Alternate Manager Uploads
  - LMS Account Issues
  - "How to" Questions

- AMS Access Management System (HHS)
  - AMS Account Issues

- AMS Functionality Issues

- NIH Training Center
  - NIHTC Course Questions
  - Billing and Approval Questions
  - Registration and Cancellation

- NIAID Training
  - NIAID Course Questions
  - NIAID Registration and Cancellation
  - Additional Approver Technical Assistance for approving orders
  - NIAID Training Administrators Technical Assistance

- Technology Training Program (formerly CIT Training)
  - CIT Course Questions
  - CIT Registration and Cancellation
<table>
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<tr>
<th>Helpdesk/Entity</th>
<th>Phone</th>
<th>Email</th>
<th>Website</th>
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| NIH IT Service Desk                    | 301-496-4357 (HELP)  
301-496-8294 (TTY)  
866-319-4357 (HELP) | NA                         | [NIH IT Service Desk Website](#)                                      |
| HR Systems Support Help Desk (HRSS)    | NA                                                                     | NA                         | [HR Systems Support Help Desk (HRSS)]                                   |
| AMS Help Desk                          | 1-888-ONE-DHHS, Option 4  
(1-888-663-3447) | amshelp@hhs.gov            | [AMS Help Desk](#)                                                    |
| NIH Training Center (NIHTC)            | 301-496-6211 (Voice)  
Fax: 301-480-3197 | training1@od.nih.gov       | [NIH Training Center Website](#)                                      |
| NIAID Training                         | NA                                                                     | niaidowerlms@niaid.nih.gov | [NIAID Training Website](#)                                            |
| Technology Training Program (formerly CIT Training) | 301-594-6248 | cittraining@mail.nih.gov | [Technology Training Program (formerly CIT Training) website](#)       |