UMMS Learning Management System - Support Contact Numbers

ISSUES/QUESTIONS REGARDING	REFERENCE/CONTACT
➢ Technical Problems	Litmos Support • Phone #: 925-251-2220 ext. 2 • Email: support@litmos.com • Litmos Support Website: https://support.litmos.com/hc/en-us (and **go to the Knowledgebase tab**)
➢ Team Admin Role/Functionality	1. Refer to *UMMS Fast Track LMS Admin Training Learning Path* 2. Refer to **Knowledgebase** via the Litmos support link https://support.litmos.com/hc/en-us 3. Contact Litmos Support (see above)

➢ Setting Up Courses
➢ Setting up Modules
    o Uploading Presentations, Video, Webinars
    o Creating Assessments, Surveys, Checklists
    o Creating Instructor Led Training
      ▪ Accessing/Completing Rosters
➢ Assigning Courses to People
	1. Refer to LMS course, *UMMS LMS Fast Track – Courses (module in the LMS Admin Training Learning Path)*
	2. Refer to **Knowledgebase** via the Litmos support link https://support.litmos.com/hc/en-us
	3. Contact Litmos Support (see above)

➢ Managing People
    o Adding a User
    o Editing a User
    o Reset a Password
	1. Refer to LMS course, *UMMS LMS Fast Track – People (module in the LMS Admin Training Learning Path)*
	2. Refer to **Knowledgebase** via the Litmos support link https://support.litmos.com/hc/en-us
	3. Contact Litmos Support (see above)

➢ Managing Teams ➢ Assigning Courses to Teams	*1.* Refer to LMS course, *UMMS LMS Fast Track – Teams (module in the LMS Admin Training Learning Path)* 2. Refer to **Knowledgebase** via the Litmos support link https://support.litmos.com/hc/en-us 3. Contact Litmos Support (see above)
➢ Reporting	*1.* Refer to LMS course, *UMMS LMS Fast Track – Reporting (module in the LMS Admin Training Learning Path)* 2. Refer to **Knowledgebase** via the Litmos support link https://support.litmos.com/hc/en-us 3. Contact Litmos Support (see above)

Owners of LMS

HR L&D TEAM	CONTACT
Carla Goyette – Primary UMMS LMS Contact HR LMS Coordinator	• Phone #: 508-856-3272 • Email: Carla.goyette@umassmed.edu
Martha Streeter Director HR Learning and Professional Development	• Phone #: 508-856-2324 • Email: martha.streeter@umassmed.edu
Chrissy Haviland Sr. HR Marketing/Communication Specialist	• Phone #: 508-856-1230 • Email: Chrissy.haviland@umassmed.edu
Jennifer Shimer Multi-Media Specialist II	• Phone #: 508-856-5728 • Email: Jennifer.shimer@umassmed.edu