

UMMS Learning Management System - Support Contact Numbers

ISSUES/QUESTIONS REGARDING	REFERENCE/CONTACT
➤ Technical Problems	<p>Litmos Support</p> <ul style="list-style-type: none"> • Phone #: 925-251-2220 ext. 2 • Email: support@litmos.com • Litmos Support Website: https://support.litmos.com/hc/en-us <ul style="list-style-type: none"> ○ Click Submit a Request button in the upper right corner
➤ Course Questions	<p>For department sponsored training:</p> <ul style="list-style-type: none"> • Contact UMMS Administrator Contact Person <p>For enterprise wide training:</p> <ul style="list-style-type: none"> • Contact Carla Goyette, LMS Coordinator (contact info listed below)
➤ Course History from prior Events Tool	<p>Prior course history will not be transitioned to the UMMS Learning Management System, however we do have access to it.</p> <ul style="list-style-type: none"> • For course completion inquires prior to the launch of our new LMS, please email landd@umassmed.edu
➤ Password Reset/Locked Account	<p>You can easily reset your password by clicking <i>I've Forgotten my username/password</i> from the LMS Login Page</p> <ul style="list-style-type: none"> • Contact your UMMS Administrator if you have issues

Owners of LMS

HR L&D TEAM	CONTACT
<p>Carla Goyette – Primary UMMS LMS Contact</p> <p>HR LMS Coordinator</p>	<ul style="list-style-type: none"> • Phone #: 508-856-3272 • Email: Carla.goyette@umassmed.edu
<p>Martha Streeter</p> <p>Director HR Learning and Professional Development</p>	<ul style="list-style-type: none"> • Phone #: 508-856-2324 • Email: martha.streeter@umassmed.edu
<p>Chrissy Haviland</p> <p>Sr. HR Marketing/Communication Specialist</p>	<ul style="list-style-type: none"> • Phone #: 508-856-1230 • Email: Christina.haviland@umassmed.edu
<p>Jennifer Shimer</p> <p>Multi-Media Specialist II</p>	<ul style="list-style-type: none"> • Phone #: 508-856-5728 • Email: Jennifer.shimer@umassmed.edu