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

- **Technology Training Program (formerly CIT Training)**
  - CIT Course Questions
  - CIT Registration and Cancellation

access management system (AMS) in LMS - Additional Approver & Alternate Manager Uploads - LMS Account Issues - "How to" Questions - AMS Account Issues - AMS Functionality Issues - NIHTC Course Questions - Billing and Approval Questions - Registration and Cancellation - NIAID Course Questions - NIAID Registration and Cancellation - Additional Approver Technical Assistance for approving orders - 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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<tbody>
<tr>
<td>NIH IT Service Desk</td>
<td>301-496-4357 (HELP)</td>
<td>NA</td>
<td>NIH IT Service Desk Website</td>
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<td>301-496-8294 (TTY)</td>
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<td>866-319-4357 (HELP)</td>
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<td>HR Systems Support Help Desk (HRSS)</td>
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<td>HR Systems Support Help Desk (HRSS)</td>
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<tr>
<td>AMS Help Desk</td>
<td>1-888-ONE-DHHS, Option 4 (1-888-663-3447)</td>
<td><a href="mailto:amshelp@hhs.gov">amshelp@hhs.gov</a></td>
<td>AMS Help Desk</td>
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<td>NIH Training Center (NIHTC)</td>
<td>301-496-6211 (Voice) Fax: 301-480-3197</td>
<td><a href="mailto:training1@od.nih.gov">training1@od.nih.gov</a></td>
<td>NIH Training Center Website</td>
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<td>NIAID Training</td>
<td>NA</td>
<td><a href="mailto:niaidowerlms@niaid.nih.gov">niaidowerlms@niaid.nih.gov</a></td>
<td>NIAID Training Website</td>
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<tr>
<td>Technology Training Program (formerly CIT Training)</td>
<td>301-594-6248</td>
<td><a href="mailto:cittraining@mail.nih.gov">cittraining@mail.nih.gov</a></td>
<td>Technology Training Program (formerly CIT Training) website</td>
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