

Edit Support Requests

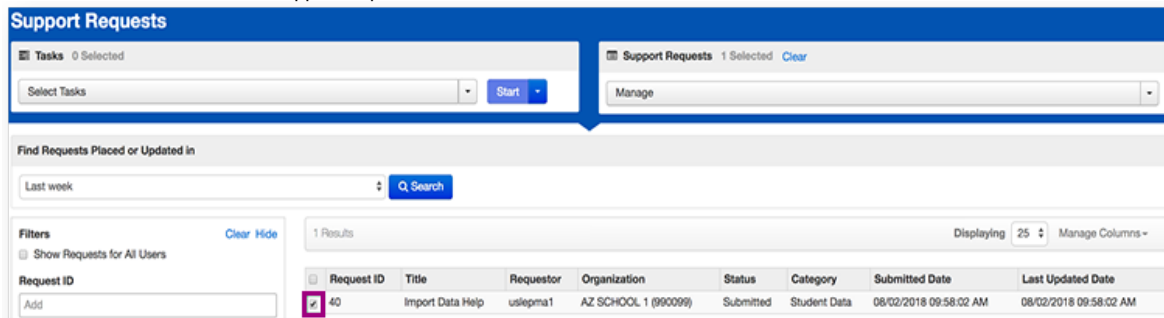
You can edit a support request or to change the status of the request for Pearson's assistance.

Step-by-Step

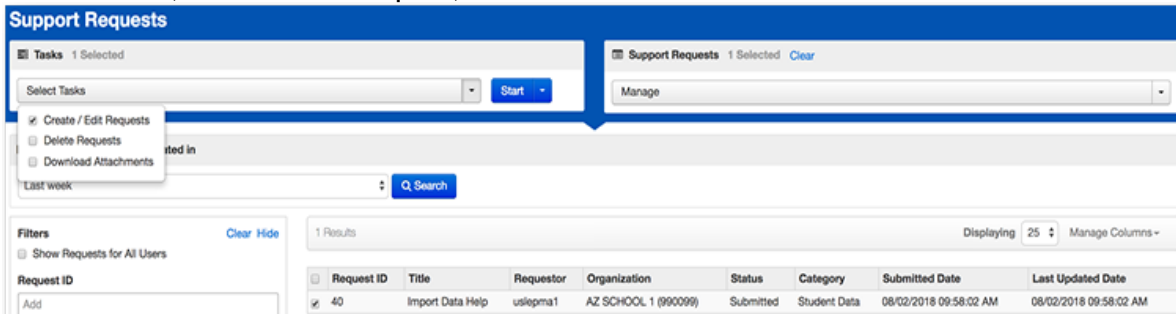
1. From **Support**, select **Support Requests**.



2. Click the checkbox next to the support request.



3. Click **Select Tasks**, select **Create / Edit Requests**, and click **Start**.



4. Select or type the information.

Create / Edit Requests

REQUESTS (1)

Create Request

Import Data Help - 40 (Submitted)

DETAILS

Import Data Help - 40

Save

Reset

Request ID	Title	Date Submitted	Submitted By
40	Import Data Help	08/02/2018 09:58:02 AM	uslepma1 (Maggie Grove)

Organization*

AZ SCHOOL 1 (9900099)

Category*

Student Data

Question / Concern*

I have a question about student data.

Status*

Submitted

Comments

Add Comment

Attachments

Filename	Size (KB)	Uploaded Date
Image 6.png	78	08/02/2018 10:40:41 AM

Attach Files

Choose Files

5. Click **Save**.

Create Request

Import Data Help - 40 (Submitted)

Import Data Help - 40

Save

Reset

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Attach Files

Choose Files

* Required

Save

Reset

Effects

- Pearson receives the update and sends you a confirmation email. Pearson will contact you with further instructions.

What's Next? (Optional)

To view the request, follow steps 1-3 in **Step-by-Step**, then click the request name on the left of the page. The request name includes the request status.

REQUESTS (1)
[Create Request](#)
Import Data Help - 40 (Submitted)

DETAILS

Import Data Help - 40

Request ID	Title	Date Submitted
40	Import Data Help	08/02/2018 09:58:02 AM

Organization*

AZ SCHOOL 1 (990099) x v

Category*

Student Data

Question / Concern*

I have a question about student data.

Status*

Submitted

Status	Description
Submitted	Request is in the system.
In Progress	Request is being reviewed by Pearson.
Resolved	Issue was addressed.

To download attachments submitted with a support request, follow steps 1-3 in **Step-by-Step**, then:

4. Click **Select Tasks**, select **Download Attachments**, and click **Start**.

Support Requests

Tasks 1 Selected

Select Tasks

Create / Edit Requests

Delete Requests

☒ Download Attachments

Start

Support Requests 1 Selected Clear

Manage

Last week

Q Search

Filters

Show Requests for All Users

Request ID

Add

Title

1 Results

Displaying 25 Manage Columns

Request ID	Title	Requestor	Organization	Status	Category	Submitted Date	Last Updated Date
<input checked="" type="checkbox"/> 40 %	Import Data Help	uslepma1	AZ SCHOOL 1 (990099)	Submitted	Student Data	08/02/2018 09:58:02 AM	08/02/2018 10:40:41 AM

5. Click the request with attachments on the left of the page.

Download Attachments

Download Reset

Request ID	Title	Requestor	Organization	Status	Category	Filename	Size (KB)	Uploaded Date
<input checked="" type="checkbox"/> 40 %	Import Data Help	uslepma1	AZ SCHOOL 1 (990099)	Submitted	Student Data	image 6.png	78	08/02/2018 10:40:41 AM

Required

Download Reset

6. Click **Download**.

Download Attachments

Download

Reset

<input type="checkbox"/>	Request ID	Title	Requestor	Organization	Status	Category	Filename	Size (KB)	Uploaded Date
<input checked="" type="checkbox"/>	40 %	Import Data Help	uslepma1	AZ SCHOOL 1 (990099)	Submitted	Student Data	<input checked="" type="checkbox"/> Image 6.png	78	06/02/2018 10:40:41 AM

* Required

Download

Reset