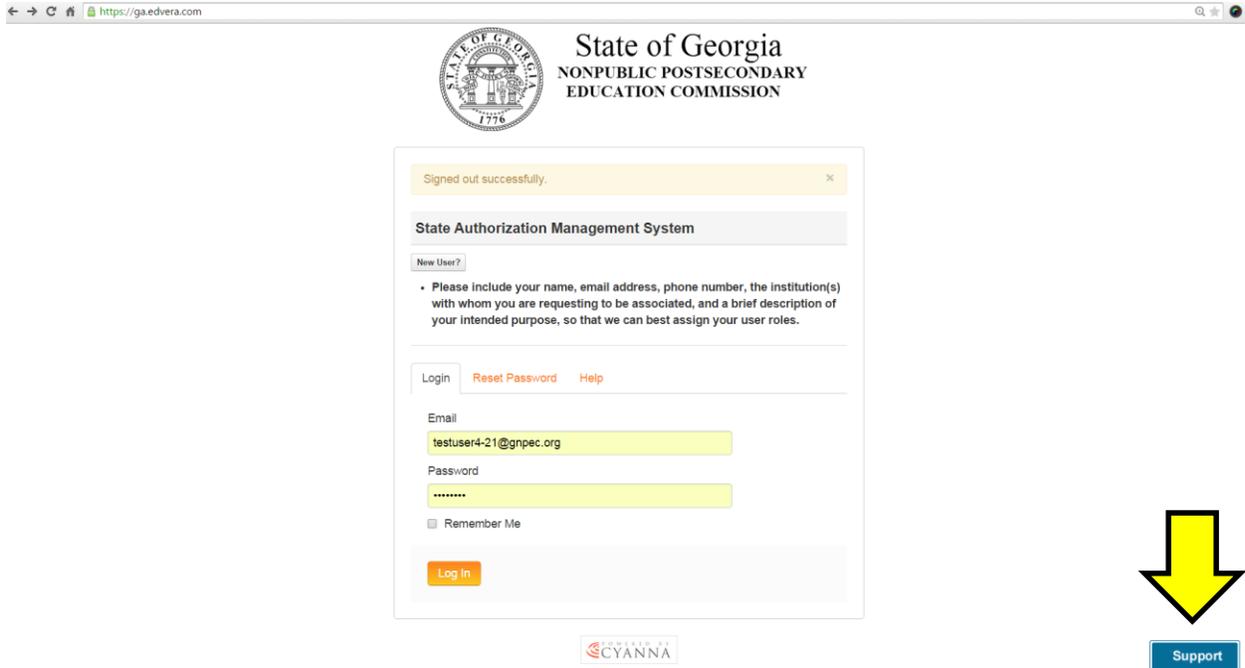


## How to Submit a Question Using the Support Tab

The “Support” button is available on every page of every application, even before you login.

1. If you have a login for the system, do so at <https://ga.edvera.com> with the password that has been provided to you by an agency staff person.



Signed out successfully.

State Authorization Management System

New User?

- Please include your name, email address, phone number, the institution(s) with whom you are requesting to be associated, and a brief description of your intended purpose, so that we can best assign your user roles.

Login [Reset Password](#) [Help](#)

Email  
testuser4-21@gnpec.org

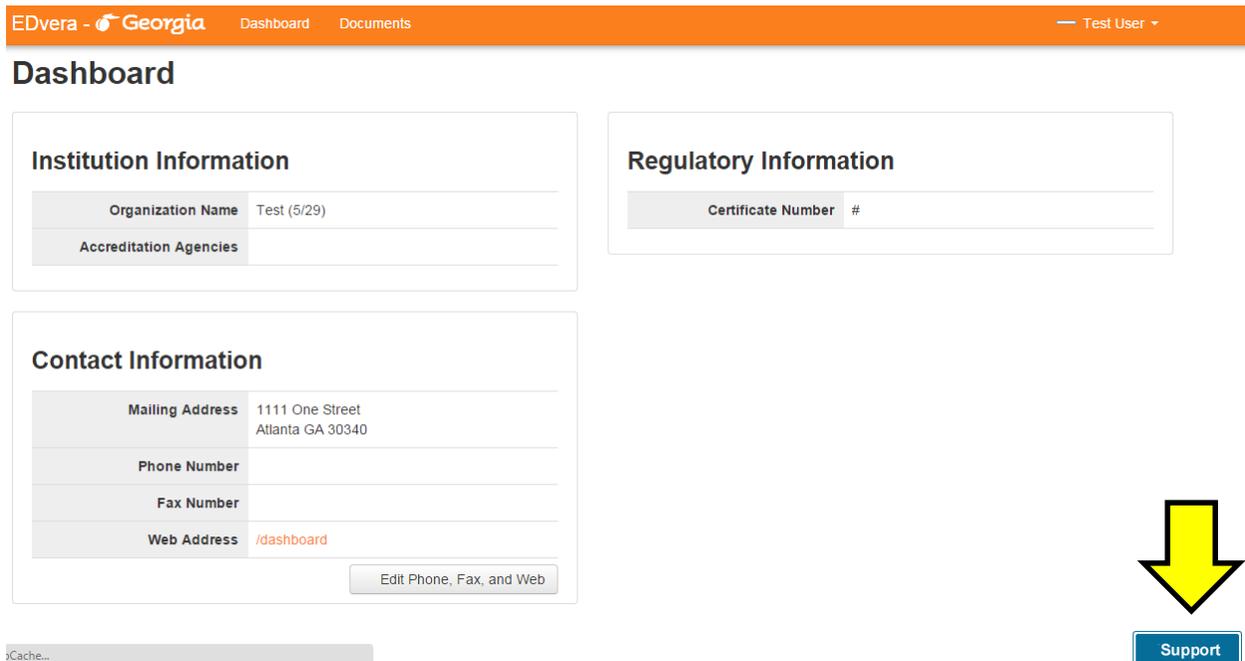
Password  
\*\*\*\*\*

Remember Me

[Log In](#)

[Support](#)

2. After logging in, select the “Support” tab.



EDvera - Georgia Dashboard Documents Test User

### Dashboard

**Institution Information**

Organization Name	Test (5/29)
Accreditation Agencies	

**Regulatory Information**

Certificate Number	#
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**Contact Information**

Mailing Address	1111 One Street Atlanta GA 30340
Phone Number	
Fax Number	
Web Address	/dashboard

[Edit Phone, Fax, and Web](#)

[Support](#)

3. The following screen appears:

The screenshot shows the EDvera Georgia dashboard with a modal form titled "How can we help you?". The form has the following fields:

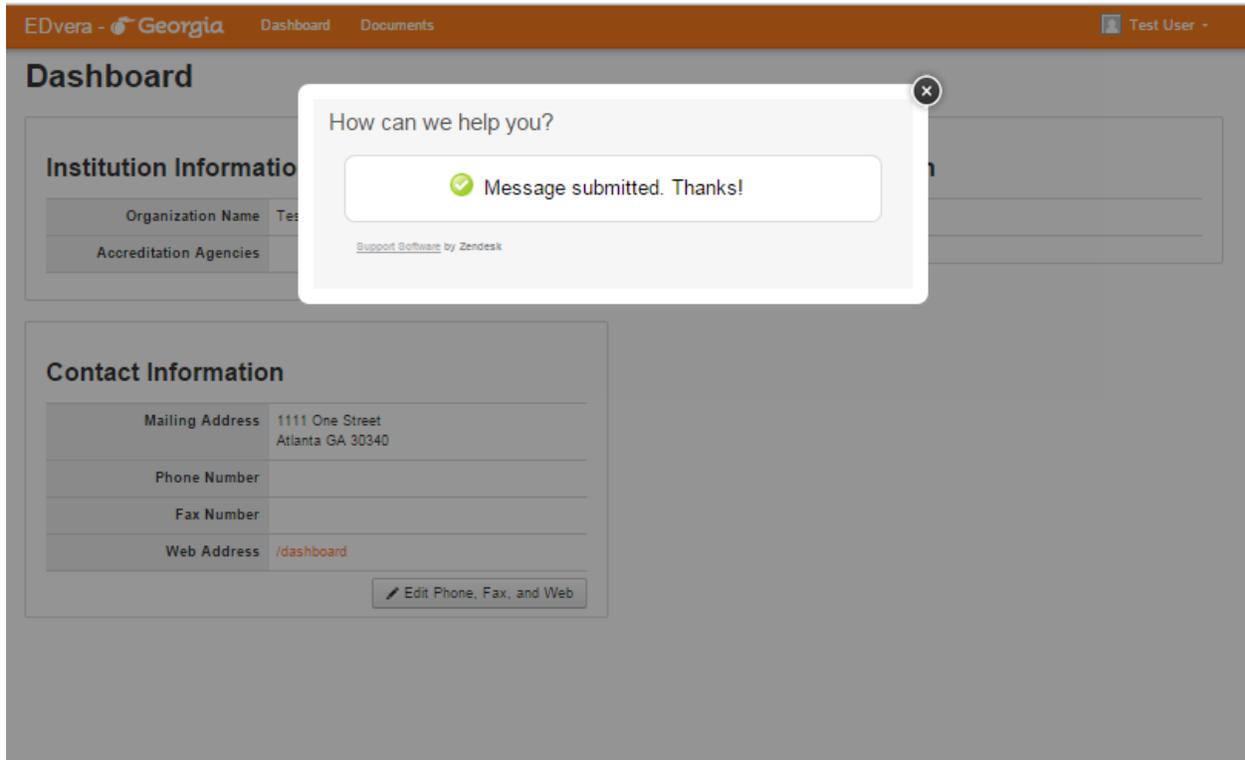
- Question\***: A text input field with the placeholder text "Briefly describe your question".
- Details\***: A larger text area with the placeholder text "Fill in the details here. Please try to be as specific as possible.".
- Name\***: A text input field containing "Test User (Test (5/20))".
- Your email address\***: A text input field containing "testuser@testuser.com".
- Browser (if applicable)**: A text input field with the placeholder text "Please enter the browser, browser version, and operating system you are using. (e.g. Internet Explorer 6)".

At the bottom of the form, there is a "Submit" button and a small text link: "Support Software by Zendesk".

4. Fill out all the fields, then click "Submit".

This screenshot is identical to the previous one, but with a yellow arrow pointing to the "Submit" button at the bottom right of the modal form.

5. You will receive the following message upon successful submission of a “Support” tab question:



6. Someone from the agency will contact you using the email you provided in the request regarding your question.