**Adobe Captivate Prime Help Desk Support**

The purpose of this corporate email box is to track Adobe Prime help tickets and ensure a timely response. Learners are encouraged to submit their Adobe Prime help ticket issues and concerns. The Adobe Prime team has a corporate email box ([VBAADOBEHELP.VBACO@va.gov](mailto:VBAADOBEHELP.VBACO@va.gov)).

Sometimes a student, instructor, course coordinator, or mentor might have another issue not related to Adobe Prime therefore the below chart is a quick ready reference for some of the most common issues.

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| **Issue** | **Support Team** | **Contact Information** |
| Adobe Connect Content Issues | Course Advocates | [VBAADOBEHELP.VBACO@va.gov](mailto:VBAADOBEHELP.VBACO@va.gov) |
| Access to Survey Results | Training Infrastructure | [SUPPORT@VBATRAINING.ORG](mailto:SUPPORT@VBATRAINING.ORG) |
| Assessment Passwords | Training Infrastructure | [SUPPORT@VBATRAINIING.ORG](mailto:SUPPORT@VBATRAINIING.ORG) |
| BEST Training Content | Virtual & In-Person Progression (VIP) | [VIPPMO.VBACO@VA.GOV](mailto:VIPPMO.VBACO@VA.GOV) |
| BEST Course Content | Compensation Service | CPTraining.VBACO@va.gov |
| Can’t Find Course, Program or Plan | Adobe Team | [VBAADOBEHELP.VBACO@va.gov](mailto:VBAADOBEHELP.VBACO@va.gov) |
| Course Content (Pre/Post) | Compensation Service | [VBADEN.VBATMP@va.gov](mailto:VBADEN.VBATMP@va.gov) |
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| DROC-Specific Classroom Course Content | Office of Administrative Review | [OARICC.VBAWAS@va.gov](mailto:OARICC.VBAWAS@va.gov) |
| Course Registration | Adobe Team | [VBAADOBEHELP.VBACO@va.gov](mailto:VBAADOBEHELP.VBACO@va.gov) |
| Course Related Job Aids | Adobe Team | [VBAADOBEHELP.VBACO@va.gov](mailto:VBAADOBEHELP.VBACO@va.gov) |
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| eCase Feedback Links | Training Infrastructure | [SUPPORT@VBATRAINING.ORG](mailto:SUPPORT@VBATRAINING.ORG) |
| Instructor Registration | VIP | [VIPPMO.VBACO@VA.GOV](mailto:VIPPMO.VBACO@VA.GOV) |
| Mentor Registration | VIP | [VIPPMO.VBACO@VA.GOV](mailto:VIPPMO.VBACO@VA.GOV) |
| Prime Access / Roles | Adobe Team | [VBAADOBEHELP.VBACO@va.gov](mailto:VBAADOBEHELP.VBACO@va.gov) |
| Prime Browser Issues | YourIT | YOURIT.VA.GOV |
| Student Registration | VIP | [VIPPMO.VBACO@VA.GOV](mailto:VIPPMO.VBACO@VA.GOV) |
| TMS Completions | Curriculum Support Team | VBATMSHELP.VBAVACO@va.gov |
| VIP Annual Training Schedule | VIP | [VIPPMO.VBACO@VA.GOV](mailto:VIPPMO.VBACO@VA.GOV) |
| VIP VSR Playbook | VIP | [VIP Playbook](https://vaww.portal2.va.gov/sites/OfficeofFieldOperations/eVIP/_layouts/15/start.aspx#/) |