Contact support

How to reach the HIPAA Certify support team and what to include so we can help on the first reply.

For: Administrators, Managers, Employees, Individual learners · Updated November 17, 2026 · https://hipaacertify.com/support/article/contact-support

Employees: ask your administrator first

Your organization's administrator can resend invitations, send password resets, reactivate your account and assign training, often faster than we can. If they can't help, contact us below.

Contact us

- **Contact form:** hipaacertify.com/contact. Choose **Technical Support** or **Billing Question**.
- **Email:** support@hipaacertify.com

We typically respond within 24 business hours.

What to include

- your organization's name, or "individual purchase"
- the email address you sign in with
- what you were trying to do, and the **exact** message you saw. A screenshot helps.
- for email problems, roughly when the email should have arrived

> **WARNING**
>
> Never send your password, and never send patient information.

Need more help? Visit https://hipaacertify.com/support or contact us at https://hipaacertify.com/contact.

Downloaded Nov 17, 2026 — check the link above for the latest version.