Report a problem from inside the app

Use the Report Issue button to send a bug report with the page details attached automatically.

For: Administrators, Managers · Updated November 16, 2026 · https://hipaacertify.com/support/article/report-a-problem

Administrators and managers have a **Report Issue** button in the bottom corner of the admin pages.

1. Click **Report Issue** on the page where the problem happened.
2. Choose the type: **UX / Usability Issue**, **Billing Problem**, **Error / Bug**, **Feature Request** or **Other**.
3. Describe what happened and what you expected.
4. Leave **You may contact me about this issue** checked if you'd like a reply.
5. Click **Submit Report**.

Your account, the current page, your browser details and any recent page errors are attached automatically. You don't need to describe your setup.

Employees and individual learners can use the contact form instead.

Downloaded Nov 16, 2026 — check the link above for the latest version.