
Help Center / Email, security & support

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 October 27, 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.

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