



Online Support (Ticketing) System User Guide (Front-end)

Website: <https://elearning.triumphant.na/support>

Version: April 2026

Target Audience

This guide is written primarily for **students** seeking help with e-learning activities and student user account services. However, it may also be used by faculty or staff members who are experiencing login issues and require initial access assistance.

What is this guide for?

This guide will show you how to use the Online Support (Ticketing) System to request assistance and track the status of your inquiry. Submitting a request through this ticketing system is the **preferred and most efficient way** to get help for the **Help Topics listed on the system**.

Why use the online portal instead of calling or emailing?

- **Avoid the Wait:** Instead of waiting for an email reply **or the uncertainty of reaching the right person by phone**, this system logs your request immediately and ensures it is assigned to the correct staff member.
- **Keep a Record:** All communication is saved in one place. You can view the entire history of your issue and our replies at any time, even months later.
- **Never Get Lost:** Unlike an email forwarded from one person to another, your ticket stays in a central queue until the issue is fully resolved. It will never get misplaced or forgotten.

Please read the appropriate sections below to get started.

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1. Access the Online Support System {#access}

Go to the following website using any browser on your phone or computer:

<https://elearning.triumphant.edu.na/support>

You will see the main dashboard shown below. There are four main areas you should pay attention to.

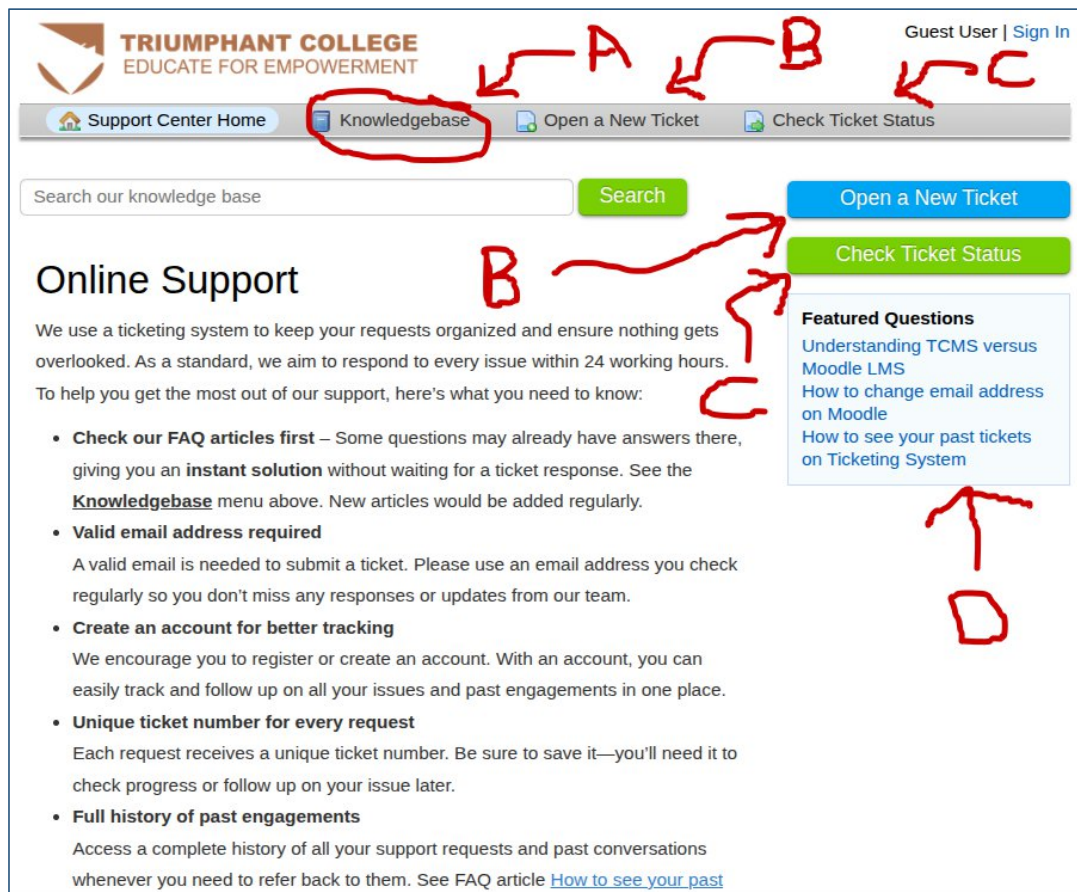


Figure 1: Front/Landing Page

The labels in the screenshot above refer to the following:

- **A: Knowledgebase** – This is our online help library. It contains step-by-step guides and answers to common problems.
- **B: Open a New Ticket** – Click here **only if you cannot find an answer in the Knowledgebase**. This creates a private conversation with a support staff member.
- **C: Check Ticket Status** – Use this if you already submitted a request and want to see if we have replied yet.

- **D: Featured Articles** – These are the questions students ask most often. It's worth checking here first!

2. Before You Submit: Check the Knowledgebase (FAQ) {#faq}

Why should I do this first?

Sometimes, the answer you need is already written in an article. If you check the Knowledgebase first, you might solve your problem **immediately** without waiting for a staff member to reply (which can take up to 24 hours during business days).

Click on **Knowledgebase** (Label A) or browse the **Featured Articles** (Label D) on the front page. You can search for keywords like "password" or "Moodle."

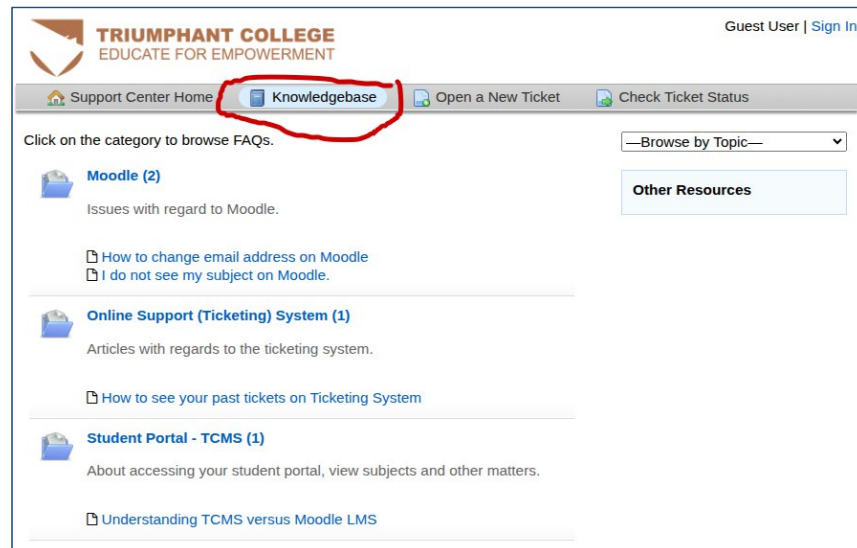


Figure 2: FAQ Articles List in Knowledgebase

If your specific situation is not covered here, proceed to the next step to open a ticket.

3. How to Open a New Ticket {#open-ticket}

If you cannot find your answer in the FAQ section, follow these steps. Please provide as much detail as possible in the form. **The more information you give us now, the fewer emails we have to send back and forth later.**

Step 1: Fill in Contact Information

Click the **Open New Ticket** button. You will first be asked for your contact details.

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Guest User | [Sign In](#)

[Support Center Home](#) [Knowledgebase](#) [Open a New Ticket](#) [Check Ticket Status](#)

Open a New Ticket

Please fill in the form below to open a new ticket.

Contact Information

Email Address *

Full Name *

Phone Number **Ext:**

Help Topic

— Select a Help Topic — *

Ticket Details

Please Describe Your Issue

Issue Summary *

Figure 3: Contact information

- **Email Address: Important:** You are encouraged to use an email address you check regularly so you don't miss responses, updates, or follow-up inquiries on your ticket.

Step 2: Select a Help Topic

Click the dropdown menu labeled **Help Topic**. This is very important because it sends your request directly to the right person (e.g., IT for tech issues, or your Faculty Officer for registration issues).

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Support Center Home Knowledgebase Open a New Ticket

Open a New Ticket

Please fill in the form below to open a new ticket.

Contact Information

— Select a Help Topic —

- Can't login or Forgot Password
- My Subject(s) Not Listed
- Distance / Assignment Not Graded
- Distance / Not able to Submit Assignment
- Distance / Study Guide not uploaded
- Distance / Registration Inquires
- eLearning / Experienced Technical Issue
- An Issue not Listed

— Select a Help Topic —

Figure 4: Help Topic Dropdown Menu

Step 3: Write a Clear Issue Summary (This is Important)

Once you select a Help Topic, a new form will appear. The very first field is **Issue Summary**.

Why does this matter?

The Issue Summary is the **title** of your problem. It is what the support staff member sees first in their list of all open tickets. A vague title might be skipped or delayed. A clear title allows us to prioritize your issue correctly.

Help Topic

Can't login

Ticket Details

Please Describe Your Issue

Issue Summary *

Login Issue

Student Number *

User type *

Figure 5: Issue Summary Field

Follow these guidelines when writing your Issue Summary:

✗ Don't Write This...	✓ Write This Instead...	Why it's Better
"Help"	"Cannot view Assignment 2 link in Business Math 101"	It tells us exactly which course and assignment is broken.
"URGENT!!!"	"Login failed - Student Portal password reset not working"	It describes the specific technical error.
"Moodle"	"Quiz closed early for Psychology 1100"	It explains the exact event that happened.
"Question"	"Question about missing grade for Test 1 (Student #123456)"	It includes your student number for quick lookup.

Rule of Thumb: Try to fit the **Course Name** and **Specific Problem** in this short line. You will have a larger text box later to explain the full story.

Step 4: Complete the Detailed Information Form

The rest of the form will now appear. The fields change depending on the Help Topic you chose.

Help Topic
Distance / Assignment Not Graded *

Ticket Details
Please Describe Your Issue

Issue Summary *

Assignment Not Graded

This form is only applicable to students registered on distance mode for the subject.

Student Number *

School
— Select —

Department
— Select —

Centre
— Select —

Programme

Subject *

Assignment number or title *

Assignment Due Date (CAT)

Date you submitted assignment (CAT)

More information

Create Ticket Reset Cancel

Figure 6: Issue Details Form

- **Student Number:** Please double-check this. If you type the wrong number, we cannot find your records.
- **School/Department:** Select your faculty from the dropdown menu.

School

— Select —

— Select —

School of Education

School of Humanities & Law

School of Business and Management

School of Engineering

Postgraduate Diplomas

Figure 7: School Selection Dropdown

- **Course Selection:** Start typing the course name or code. A list will appear automatically for you to select from. **Do not type the full name manually—** select it from the list to ensure accuracy.

Course

Se

- Certificate in Secretarial and Administration Studies — CSECL5
- Diploma in Secretarial and Administration Studies — DSECL6
- Advanced Diploma in Secretarial and Administration Studies — ASECL6
- Bachelor of Education (Senior) Primary (Honours) Level 8 — BESPL8
- Bachelor of Education(Secondary) (Honours) Level 8 — BESEL8**
- Postgraduate Diploma in Secondary Education (Level 8) — PPSEL8

Figure 8: Course Selection List

- **Detailed Description Box:**
 - o **Be specific.** If you see an error message on the screen, copy and paste the text of that error into this box.
 - o **Include Dates.** Mention when you tried to do something (e.g., "I tried to submit the essay at 9:00 PM on Friday, April 14th").
 - o **Attach Files (Optional):** If you have a screenshot of an error message, use the **Attach File** button. A picture is often worth a thousand words!

Step 5: Create the Ticket

Once you are sure all the information is correct, click the blue **Create Ticket** button at the bottom of the page.

Create Ticket Reset Cancel

Figure 9: Create Ticket Button

You will see a confirmation screen with a **Ticket Number** (e.g., #THX-998-123). **Write this number down or take a screenshot of this page.** You will also receive this number via email.

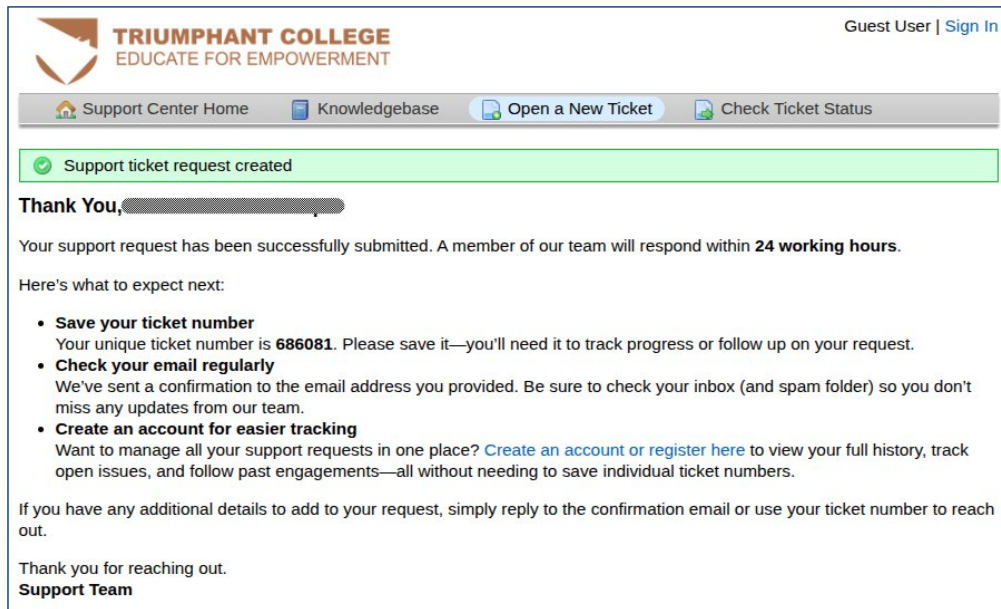


Figure 10: Confirmation Page

4. Creating a User Account (Recommended) {#account}

Creating a personal account allows you to log in and see **all your open and closed tickets** in one place without having to search for confirmation emails. This is the best way to keep track of multiple support requests over the semester.

Step 1: Start the Registration Process

From the main landing page (<https://elearning.triumphant.na/support>), click the **Sign In** button located in the top right corner of the screen.

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Guest User | Sign In

Support Center Home Knowledgebase Open a New Ticket Check Ticket Status

Sign in to Triumphant College Online Support

To better serve you, we encourage our Clients to register for an account.

Email or Username

Password

Sign In

Not yet registered? [Create an account](#)

I'm an agent — [sign in here](#)

If this is your first time contacting us or you've lost the ticket number, please [open a new ticket](#)

Figure 11: Creating new account

On the sign-in page, look for the link that says "**Create an account**" or "**Register**" and click it.

Step 2: Complete the Registration Form

Fill in the form with your personal details. Please use the **same email address** you used to create your previous support tickets so that the system can automatically link your history to your new account.

Important Settings:

- **Time Zone:** Make sure to select **Africa/Windhoek** from the dropdown menu. This ensures that all ticket timestamps and email notifications display the correct local time.

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Guest User | [Sign In](#)

[Support Center Home](#) [Knowledgebase](#) [Open a New Ticket](#) [Check Ticket Status](#)

Account Registration

Use the forms below to create or update the information we have on file for your account

Contact Information

Email Address *

Full Name *

Phone Number Ext:

Preferences

Time Zone: Africa / Windhoek Auto Detect

Access Credentials

Create a Password:

Confirm New Password:

Figure 12: Registration Form with Time Zone Selected

Once the form is complete, click the **Register** button.

Step 3: Confirm Your Email Address

The system will immediately send a verification email to the address you provided. **You must confirm your email to activate the account.**

1. Go to your email account (*gmail, yahoo, etc*).
2. Look for an email with the subject line similar to **"Confirm your Support Account"**.
3. Open the email and click the **Confirmation Link** inside.

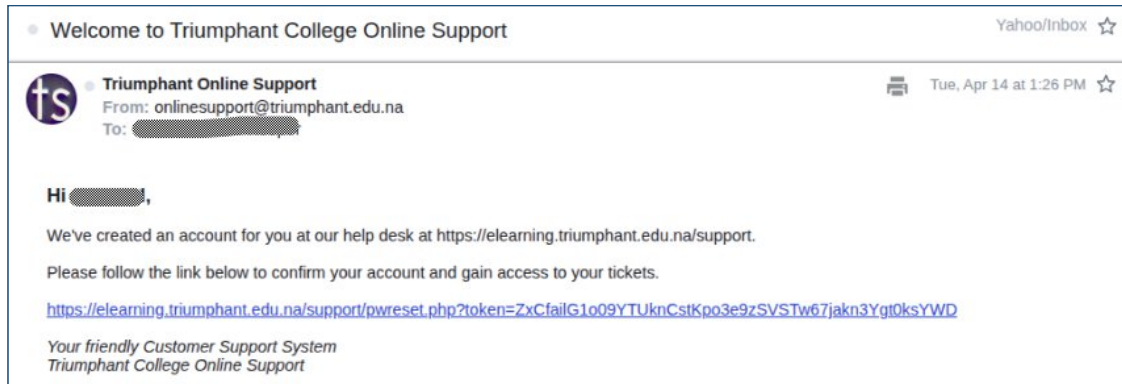


Figure 13: Account Confirmation Email

Step 4: Log In and View Your Dashboard

After clicking the link in the email, your web browser will open a **Confirmation Screen** letting you know your account is active.

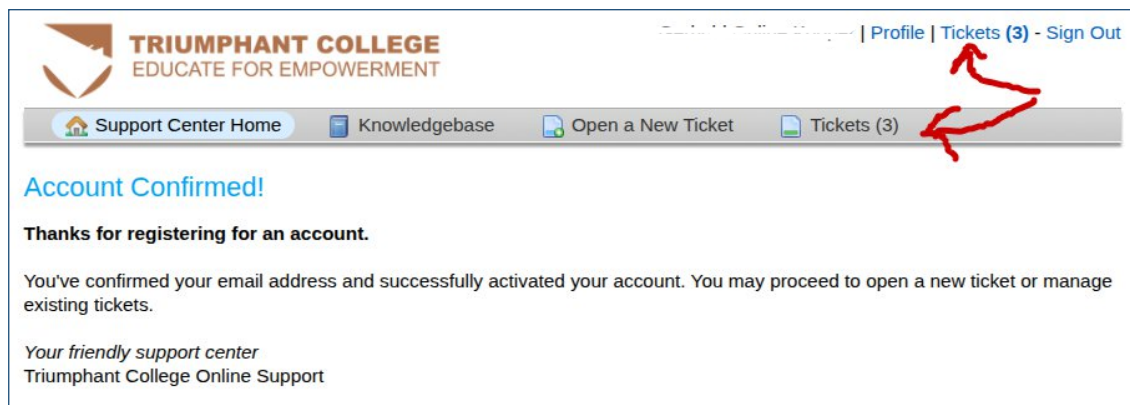


Figure 14: Registration Confirmation Screen

You can now log in using your email and password. Once logged in, you will see a new menu option called **"My Tickets"** (or similar). This page lists all the tickets you have ever created, along with their current status (Open, In Progress, or Resolved).

 TRIUMPHANT COLLEGE EDUCATE FOR EMPOWERMENT					Profile Tickets (3) - Sign Out
Support Center Home Knowledgebase Open a New Ticket Tickets (3)					
Search					Help Topic: — All Help Topics —
Tickets					Open (2) Closed (1)
Showing 1 - 2 of 2 Open Tickets					
Ticket #	Create Date	Status	Subject	Department	
400140	4/7/26	Open	My Assignment has not been graded	eLearning	
326319	4/7/26	Open	Unable to login	eLearning	
Page: [1]					

Figure 15: Example of "My Tickets" List View

5. Email Notifications & Ticket Tracking {#email}

After creating a ticket, the system will automatically send you emails.

A. Confirmation Email

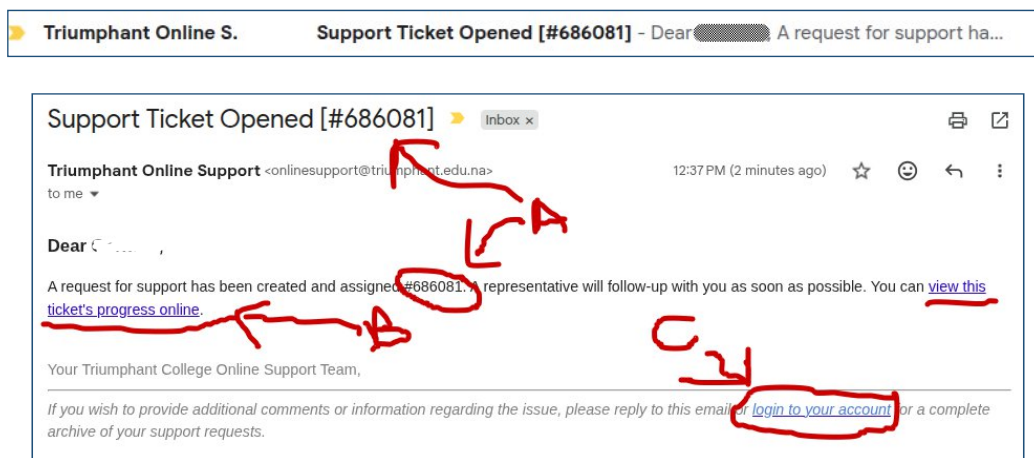


Figure 17: Ticket Created Notification Email

This email confirms we received your request. **Please do not reply to this email directly.** Always use the links inside the email to update the ticket.

B. Response Email

When a staff member replies, you will get another email notification. Click the **View Ticket** link in that email to read the full response.

Looking for your other tickets?
[Sign In](#) or [register for an account](#) for the best experience on our help desk.

[Can't Login on TCMS #686081](#)

[Print](#) [Edit](#)

Basic Ticket Information

Ticket Status: Open
Department: eLearning
Create Date: 4/14/26 12:35

User Information

Name: [REDACTED]
Email: [REDACTED]
Phone: [REDACTED]

Login Issue

Student Number: [REDACTED]
User type: Distance Student
School: School of Education
Department: Education
Centre: Main Campus (Head Office)
Course: Bachelor of Education(Secondary) (Honours) Level 8
System to login: Student Portal

Created by [REDACTED] 4/14/26 12:35

Post a Reply

To best assist you, we request that you be specific and detailed *

<> Aa

Drop files here or [choose them](#)

[Post Reply](#) [Reset](#) [Cancel](#)

Figure 18: Viewing Ticket Details Online

6. Check Previously Created Ticket Status (Without Logging In) {#check-status}

If you do **not** want to create an account, you can still check a specific ticket using this method.

1. Go to the Support Homepage: <https://elearning.triumphant.edu.na/support/>
2. Click **Check Ticket Status** (Label C on the main page).

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Guest User | [Sign In](#)

[Support Center Home](#) [Knowledgebase](#) [Open a New Ticket](#) [Check Ticket Status](#)

Check Ticket Status

Please provide your email address and a ticket number. An access link will be emailed to you.

Email Address:

Ticket Number:

[Have an account with us? \[Sign In\]\(#\) or \[register for an account\]\(#\) to access all your tickets.](#)

If this is your first time contacting us or you've lost the ticket number, please [open a new ticket](#)

Figure 19: Check Ticket Status Menu

1. Enter the **Email Address** you used to create the ticket.
2. Enter the **Ticket Number** (found in the confirmation email from Step 5).
3. Click **Email Access Link**.

[Support Center Home](#) [Knowledgebase](#) [Open a New Ticket](#) [Check Ticket Status](#)

✓ [access link sent to your email!](#)

[Check Ticket Status](#)

Figure 20: Request Access Link Form

1. Check the email inbox for the address you provided when creating the ticket. You will receive a message titled "Access Link for Ticket #..."

☆ Triumphant Online S. Ticket [#686081] Access Link - Hi ..., An access link request for ticket #686081 has been s...

Ticket [#686081] Access Link Inbox x

Triumphant Online Support <onlinesupport@triumphant.edu.na> 2:41 PM (2 minutes ago) ☆ 😊 ↶ ⋮

to me ▾

Hi ...,

An access link request for ticket #686081 has been submitted on your behalf for the helpdesk at <https://elearning.triumphant.edu.na/support>.

Follow the link below to check the status of the ticket #686081.

<https://elearning.triumphant.edu.na/support/view.php?auth=01xaqaaaaagaaaaaNYYPdxFb1bWw%3D%3D>

If you **did not** make the request, please delete and disregard this email. Your account is still secure and no one has been given access to the ticket. Someone could have mistakenly entered your email address.

Figure 21: Access Link Email

Click the link in the email to view the full details and any replies from the support team.

END OF USER GUIDE