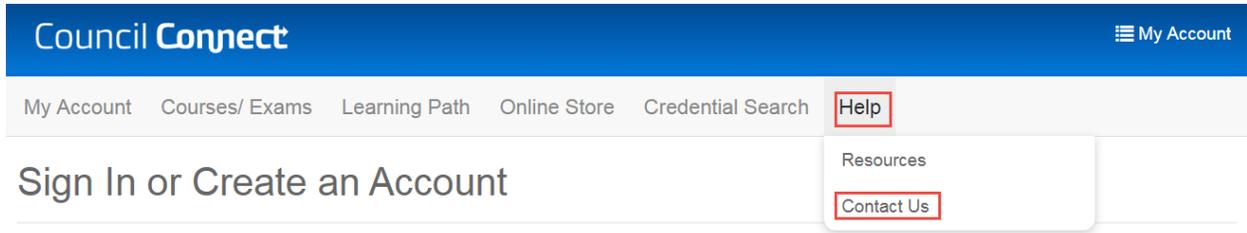


Contact the Council

This tutorial walks you through the steps to contact the Council through the online request form.

You must be logged on to contact the Council via the online request form. Refer to the **Create a New Account** tutorial under the Help menu for more information.

Contact Us When Not Logged On



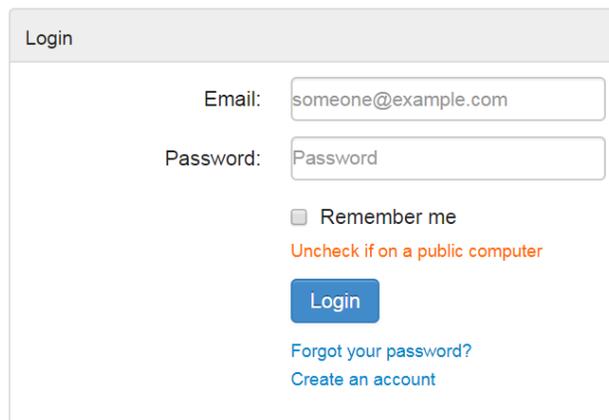
The screenshot shows the Council Connect website interface. At the top, there is a blue header with the Council Connect logo and a 'My Account' link. Below the header is a navigation menu with links for 'My Account', 'Courses/ Exams', 'Learning Path', 'Online Store', 'Credential Search', and 'Help'. The 'Help' link is highlighted with a red box. A dropdown menu is open under 'Help', showing 'Resources' and 'Contact Us', with 'Contact Us' also highlighted with a red box.

Please sign in or create a new user account. If your login information is displayed below, then you are already logged in.

Caution!

If you are a certified SCO/ME or have taken a course through the Council you will already have an account.

Please contact the Council if you require assistance with your login.



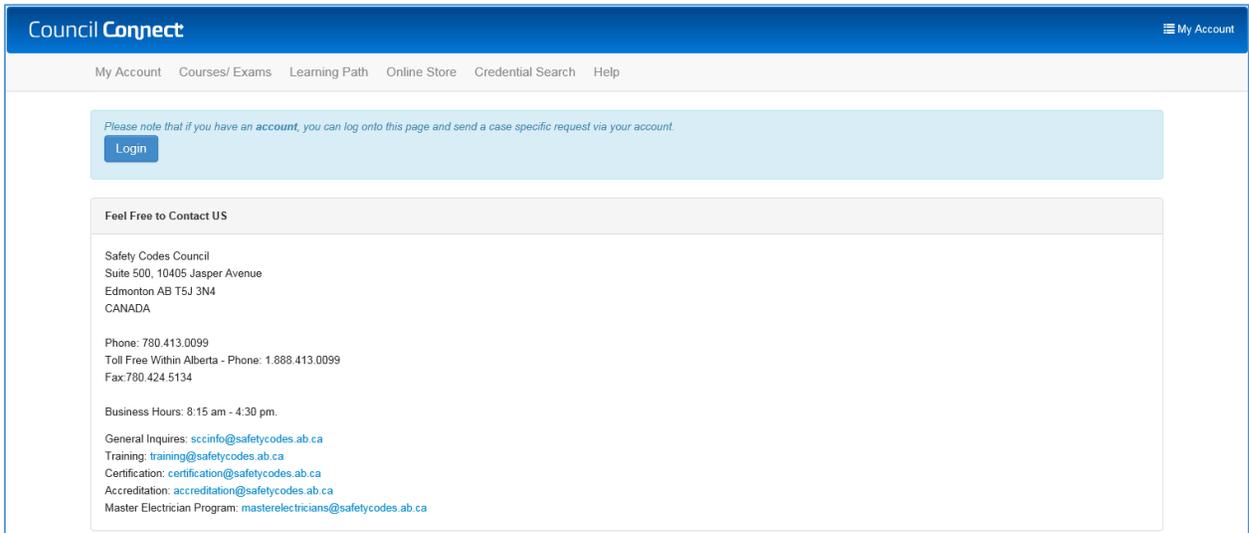
The screenshot shows the Login form on the Council Connect website. The form is titled 'Login' and contains the following fields and options:

- Email:
- Password:
- Remember me
- Uncheck if on a public computer
- Login button
- [Forgot your password?](#)
- [Create an account](#)

Not a registered user yet?

If you are a new visitor and do not already have a username and login, please register and create a new account.

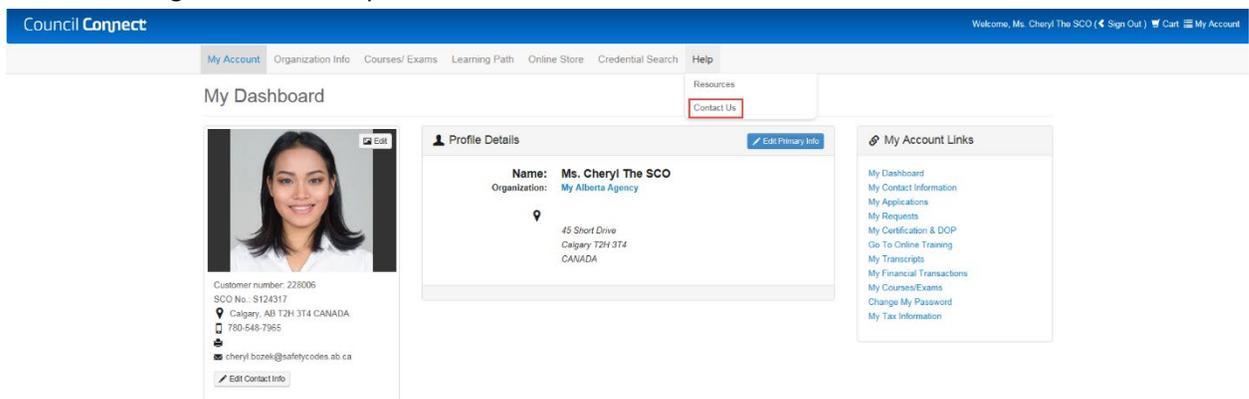
1. From the **Sign In or Create an Account** page:
 - a. Hover over **Help**
 - b. Select **Contact Us**



The **Contact Us** page shows the Council address, contact information, and business hours when you are not logged in.

Contact Us When Logged In

Once you are logged in, you will see the **My Dashboard** page. Follow the instructions below to contact the Council through the online request form.



1. From the **My Dashboard** page:
 - a. Hover over **Help**
 - b. Select **Contact Us**

Individual Information Request | [Your Information](#)

Name: Ms. Cheryl The SCO

Customer Number: 228006

On Behalf of Organization:

Explain Your Request

Activity: *Required: Please choose an area of interest that best describes your inquiry.*Reason: *Then choose the type of information you are requesting.*

Summary:

Required: Include brief summary of request

2. From the **Individual Request Information** form:
 - a. Click the **arrow** beside **Activity** and make your selection
 - b. Click the **arrow** beside **Reason** and make you selection
 - c. Enter a summary regarding your request in the **Summary** section (maximum 50 characters)

Detail:

*Feel free to add more specific details in the "Comments" area.*Upload File: *Please don't use special character '&' in the file name* *Only if required (Accepted formats PDF,DOCX,DOC,XSL,XSLX,PNG)*

Email confirmation?

2. From the **Individual Request Information** form:
 - d. Enter the details regarding your request in the **Detail** section
 - e. Click on the **Browse** button to upload any files
Note: Refer to the **Upload a Document** tutorial in HELP for detailed instructions on how to upload a document.
 - f. Uncheck the **Email Confirmation** box if you do not wish to receive an email confirmation
 - g. Click **Submit** to send the request