

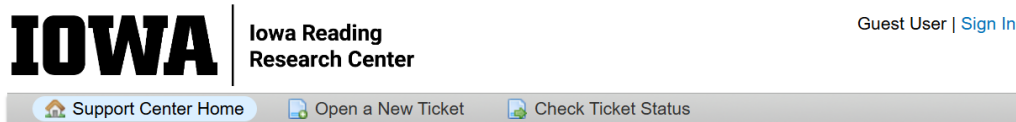
# Certificate Support Instructions Prior to 2026

The IRRC recently transitioned to a new eLearning platform. If you need to access a certificate on our old eLearning platform, Moodle, please follow the directions below.

## 1. Visit our support website

Visit <https://support.irrc-tools.org/support/index.php>, or scan this QR code:

This will take you to our support page.



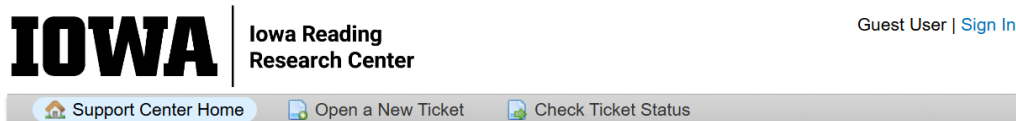
### Welcome to the IRRC Support Center

In order to streamline support requests and better serve you, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests. A valid email address is required to submit a ticket.

[Open a New Ticket](#)[Check Ticket Status](#)

## 2. Open a new ticket

On the support landing page, select the blue button on the right-hand side to open a new ticket.



### Welcome to the IRRC Support Center

In order to streamline support requests and better serve you, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests. A valid email address is required to submit a ticket.

[Open a New Ticket](#)[Check Ticket Status](#)

### 3. Enter Contact Information

Enter your contact information into the respective fields. Note that a valid email address is required to submit a ticket.

#### Contact Information

Email Address \*

Full Name \*

Web Browser \*

*We require your web browser, as differences between browsers can sometimes cause issues.*

— Select Your Web Browser — v

Phone Number (Optional)

Ext:

Help Topic

— Select a Help Topic — v \*

### 4. Select a Help Topic

After entering your contact information, select the menu under “Help Topic” and select **“Moodle Course Certificate.”**

*We require your web browser, as differences between browsers can sometimes cause issues.*

— Select a Help Topic — v \*

- Moodle Course Certificate ✓
- Stuck in Module
- Registration Issue
- Account Issue
- Accessibility Issue
- General/Other Issue

Ext:

## 5. Enter Ticket Details

After selecting "Moodle Course Certificate" as the Help Topic, another menu will appear at the bottom of the page. Here, enter your subject in the "Subject" field, then **select the eLearning course you completed using the drop-down menu.**

**Subject \***

**eLearning Course \***

*Selecting a course helps us solve your issue faster. If you do not see your course listed, select "Other" and enter the name below.*

— Select a Course —

— Select a Course —

N/A

Dyslexia Overview

Teacher Tools for Universally Implementing Structured Literacy Content

**Text Structures**

Grapheme-Phoneme Mapping

Literacy Skills Associated with Dyslexia

Effective Literacy Instruction

Small-Group Instruction

Fraye Model (Grades 1-5)

Fraye Model (Grades 6-12)

Varied Practice Reading

Other

If you need to add any additional details about the eLearning course or your certificate, enter them in the text box below.

## 6. Create Your Ticket

After completing each field, create your ticket using the button at the bottom of the page. A member of our IT team will contact you shortly regarding your ticket.

**Create Ticket**

Reset

Cancel