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.

2. Open a new ticket

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

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 —

Phone Number (Optional)   Ext:

Help Topic

— Select a Help Topic — *

4. Select a Help Topic

After entering your contact information, select the menu under **"Help Topic"** and select <mark>**"Moodle Course Certificate."**</mark>

as differences between browsers can sometimes cause issues.

— Select a Help Topic —

Moodle Course Certificate

Stuck in Module

Registration Issue   Ext:

Account Issue

Accessibility Issue

General/Other Issue

— Select a Help Topic — *

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 *
Certificate Needed

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
Frayer Model (Grades 1-5)
Frayer 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