



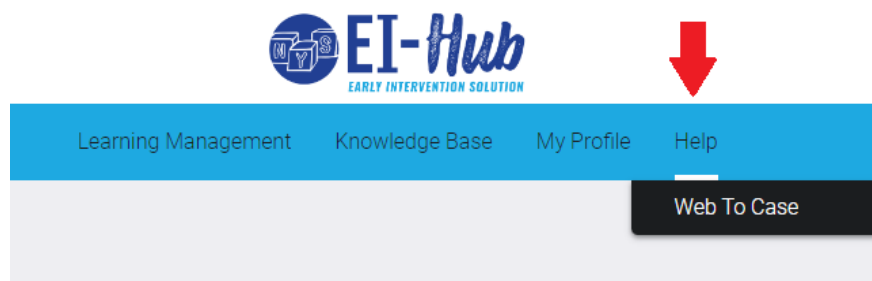
In The Loop

Introducing Web-to-Case Help Desk Support

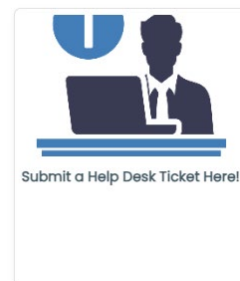
Web-to-Case is a feature that allows end users to submit a request for help desk support from the EI-Hub or the LMS directly to the PCG Call Center. This process will help users to avoid wait times on hold and gain quicker access to support. When a form is submitted, users will receive an automatic confirmation message on a green bar that states, “*Your request has been successfully submitted.*” At the same time, a case is generated for an agent to review. As of 10/25, users will also receive an email that includes the case number confirming that their support request has been received. Please note that emails will not be instantaneous.

Support requests must be submitted via phone call or Web-to-Case as the nyeitraining@pcgus.com email will be decommissioned on 10/28/2024. Any emails that were submitted prior to this date will still be addressed and users will not have to complete the Web-to-Case form for these items.

When submitting a Web-to-Case form, users should complete all fields, providing as much detail as possible. Only use the child’s EI-Hub ID# to identify the case—do not enter any PHI/PII data (Protected Health Information / Personally Identifiable Information). Users can access the Web-to-Case forms via the blue menu bar on the EI-Hub landing page, located under the ‘Help’ section. The form is also available on the Learning Management System under Quick Links.



QUICK LINKS



[Web-To-Case Infographic](#)

If you have questions, please reach out to the PCG Call Center at 866-315-3747 or by using the **Web-to-Case** feature, accessible under the 'Help' section (blue menu bar) in the EI-Hub or on the Learning Management System (LMS) under 'Quick Links'.

For programmatic questions please contact EIHub@health.ny.gov.