edmentum™

customer support

Live Support

We're here to guide and support you in achieving your goals. Our live customer support team offers superior technical support as well as high-value instructional support to help educators gain the full value of their Edmentum programs. From the moment you engage with us, we provide personal support to ensure you have the best experience possible.

Full phone, chat, and email support is provided to all participating users. Customers will benefit from highly trained, full time Customer Support Representatives and receive quick answers to inquiries via the Edmentum Support Call Center between 7:00 a.m. - 6:00 p.m. CT, Mondays through Friday.

Support Site

Edmentum Support Services offers support via a comprehensive self-service support site to all users. Available 24 hours a day, seven days a week, and 365 days a year, the content-rich site is constantly updated to ensure that you have the timeliest of information.

- ✓ Self-service with online technical support:
    - Live Chat is available to administrators and educators. Live chat is great interaction media for simple questions or when telephone access is limited in a classroom.
    - Support Requests can be submitted directly from our support site. This option allows you to submit questions 24/7 that will be responded by a live agent within 24 hours.
    - Quick Reference Cards – support materials designed to provide information and answers to questions
- ✓ Access our knowledge base and FAQ section
- ✓ Links to how-to documentation, user guides, quick references, and white papers.
- ✓ Valuable supplemental resources including curriculum guides, correlation coverage reports, and teaching materials.
- ✓ Tips and tricks used successfully at thousands of installations worldwide.
- ✓ Updates and information on recent and upcoming releases.
- ✓ A Student Support center that provides Knowledge Base Articles designed to provide assistance in a timely manner.
    - Online student orientations introducing them how to navigate through Plato Courseware
    - Completing offline activities
    - How to view progress for assignments
    - How to take all exam types
    - How to submit threaded discussions
    - Working inside the digital drop box
    - How to work through Assignment Instructions
    - How to use Reader Support Tools
    - How to use GeoGebra (Plato Courseware's dynamic geometry tool)
    - How to interpret any error messages