

The Cengage Learning Customer Technical Support has been redesigned in order to allow us to serve you more accurately and efficiently. Our move towards this username-based portal communication method provides you with several benefits:

Better Self-Help:

- Self-Help features can be accessed without being logged in.
- Product listing are more descriptive and fine tuned, allowing you to view articles, downloads, and tutorials that are specific to the product that you are using, without having to wade through information about other products.
- System status messages for each product let you know if the product that you are using is experiencing any large scale outages or issues before submitting a ticket.

Quicker Resolutions:

- We are able to utilize the information associated with your webform submission in order to gather details that we would have previously had contact you about before even beginning the investigation process.
- Usage of this portal method reduces the number of duplicate tickets within our system, allowing us to concentrate our resources on fixing your issues, rather than on tying together separate contact threads and methods.

Greater Transparency:

- You are now able to obtain a confirmation Case ID number the instant that you submit your issue to us. No more wondering whether or not we have received your issue.
- You can log in at any time to see the current status of your case, as well as add additional information, screenshots or files.