



Because learning changes everything.®

For technical assistance, please contact our Customer Experience Group, CXG:



CALL: 800-331-5094

EMAIL & CHAT:

<https://mhedu.force.com/CXG/s/ContactUs>

MONDAY-THURSDAY: 24 hours

FRIDAY: 12 AM - 9 PM ET

SATURDAY: 10 AM - 8 PM ET

SUNDAY: 12 PM – 12 AM ET

SUBMIT A SUPPORT TICKET:

<https://mhedu.force.com/CXG/s/ContactUsWebForm>



BEST PRACTICES

Take a screenshot/Print Screen when the problem occurs and save the file.

Provide the following to Technical Support:

- Course name and/or Instructor name.
- Operating system, Internet browser, and/or internet service provider (ISP) information.
- Print Screen file.
- Your contact information.

Notify your instructor that you are working with McGraw Hill CXG. Include a brief description of the problem and your ticket/case number.