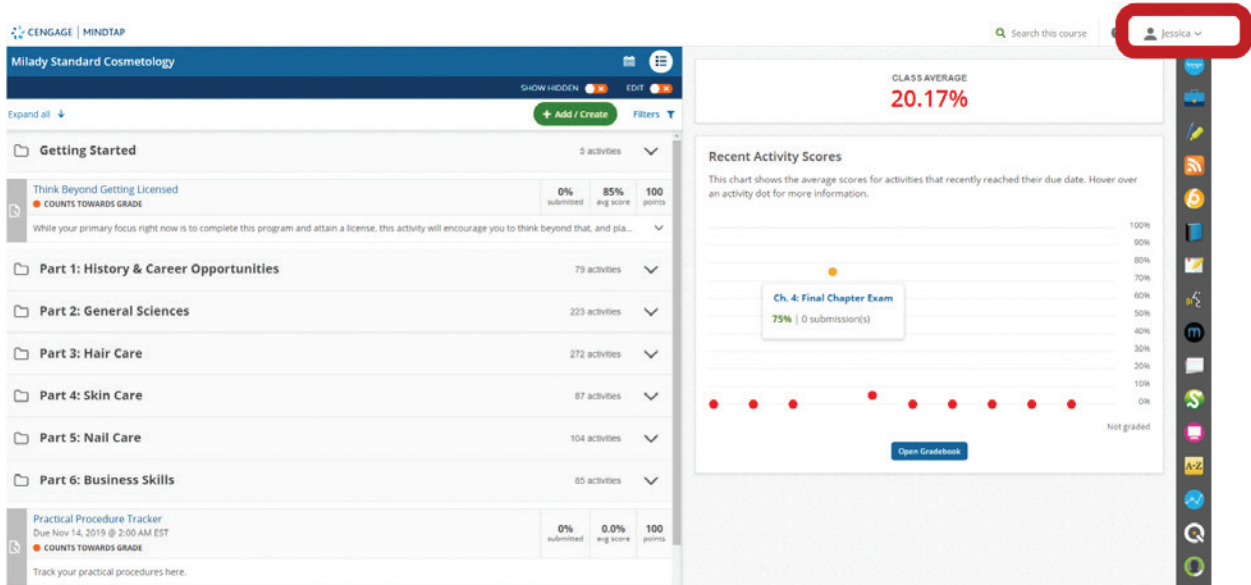


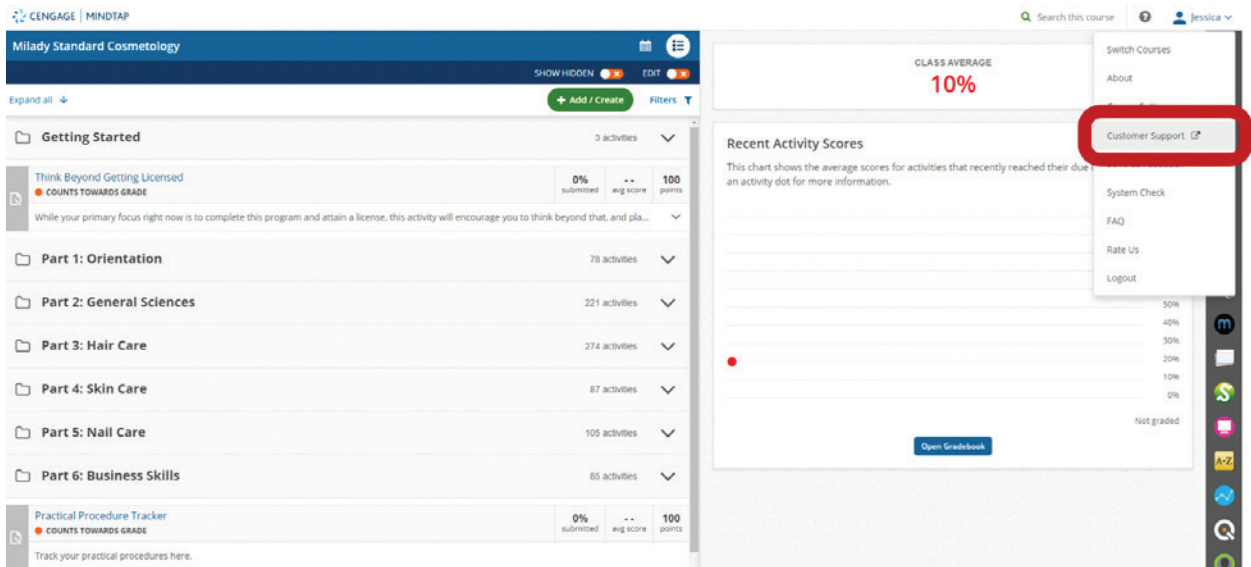
1

From the MindTap dashboard, click your login name in the right top corner of the screen.



2

From the drop-down menu, select “Customer Support.”



3

Fill out the fields in the form. Click "Submit."

CENGAGE

Please fill out the details below. Once your case has been submitted, you will be provided a toll free number to follow up.

First Name

Last Name

Institution

Email

Phone Number

* Primary Issue

* Platform/Service

* Issue Type

Assignment Name

Assignment Question(S):

Course Key/Registration URL

* Description

You may add more participants to this case by adding their emails in the field below:

Email

Phone Number

* Course Name

* Primary Issue

* Platform/Service

* Issue Type

Assignment Name

Assignment Question(S):

Course Key/Registration URL

* Description

You may add more participants to this case by adding their emails in the field below:

Email

Add

Submit Add Attachments Cancel

4

A submission completion screen will populate with next steps of finalizing the request. You will receive an email on the status of your request.



Thank you for contacting Cengage Support. Your case is active in our Support queue. Our team will investigate and respond to your case as quickly as possible. Once an update is available, you will receive an email communicating this update. This email will contain the most recent response from our Support team, as well as a link which will allow you to post a response back to us or confirm if your case is now closed.

The current status of your case is always available by [clicking here](#).

Name Jessica George
Email jessica.george@cengage.com
School Non-Institution User

The case ID which has been reserved to this issue is:

03310233

If you wish to also contact us by phone, please have your case ID available so that we may better serve you.

Thank you,
Cengage Support
800-354-9706

3

Topic: Accessing Customer Support
Level: Beginner
Intended For: Instructors, Lead Instructors/MindTap Admins