

ALEKS Technical Support

For technical assistance, please contact our ALEKS Technical Support Team:

- Option 1: Call 800-258-2374.
- Option 2: Submit a Support Ticket to <https://www.aleks.com/support/form/>.
- Option 3: Visit our Technical Support Site for additional resources at <https://mhedu.force.com/aleks/s/alekscontactsupport>.

Hours of Operation:

Sunday: 4 PM - 1 AM EST

Monday -Thursday: 7 AM - 1 AM EST

Friday: 7 AM - 9 PM EST

Technical Support Best Practices:

- Take a screen shot: Take a screen shot/Print Screen of the monitor when the problem occurs. Save as a .pdf or .jpg file.
- Contact technical support via one of the methods above. Make sure to include:
 1. Course name and/or instructor name.
 2. Operating system, Internet browser, and/or Internet service provider (ISP) information.
 3. Print Screen file.
 4. Your contact information.
- Send an email to your instructor notifying them you're working with McGraw-Hill's ALEKS Support Team. Include a brief description of the problem and your ticket/case number.