

Accessing Support

ALEKS Training Series

Students

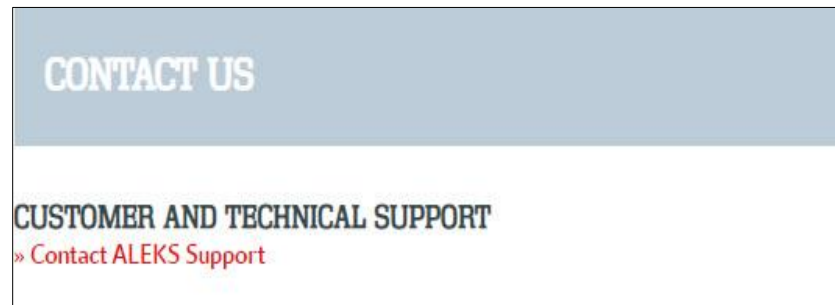


Getting Help: Contact Us Link

Any time you have technical issues or are not sure how to proceed in ALEKS, there are many ways to get help.

From the ALEKS login page at www.aleks.com, select the **Contact Us** link in the top, right corner.

Select the **Contact ALEKS Support** link and choose your preferred form of contact.





Getting Help: Support Link

You can also check out the technical support articles and videos.

From the ALEKS home page, select the **Support** link in the top, right corner.





Technical Support

From the main Support page. The Technical Support button will help you with any technical issues you may be having.

Getting Started, Usage/Training, and Registration, can help you learn more about navigating ALEKS and its features.

Select a button to access the tutorials and videos.

The screenshot shows a navigation menu with six buttons: Getting Started, Registration, Usage/ Training, Technical Support (highlighted with a green border), Billing/ Order Fulfillment, and Reporting/ Analytics. To the right, there are sections for ANNOUNCEMENTS (No Upcoming Announcement) and QUICK LINKS (Forgot your login info?, Check your System Setup, System Requirements, Platform Status, User Guides, Contact Support). Below the navigation menu are sections for Top Trending Articles and Featured Articles.

ANNOUNCEMENTS
No Upcoming Announcement

QUICK LINKS

- [Forgot your login info?](#)
- [Check your System Setup](#)
- [System Requirements](#)
- [Platform Status](#)
- [User Guides](#)
- [Contact Support](#)

Top Trending Articles

- » [Respondus LockDown Browser Information and Troubleshooting](#)
- » [How do I access ALEKS?](#)
- » [How do I extend access to my class? \(Higher Ed students\)](#)
- » [How do I cancel my Independent Use Account subscription?](#)
- » [ALEKS Accessibility](#)

Featured Articles

- » [ALEKS Reports Overview](#)
- » [All About the Open Pie Mode](#)
- » [How do I extend access to my class? \(Higher Ed students\)](#)
- » [How do I move to a new class?](#)
- » [How do I review topics I've already learned in ALEKS?](#)



Technical Support Options

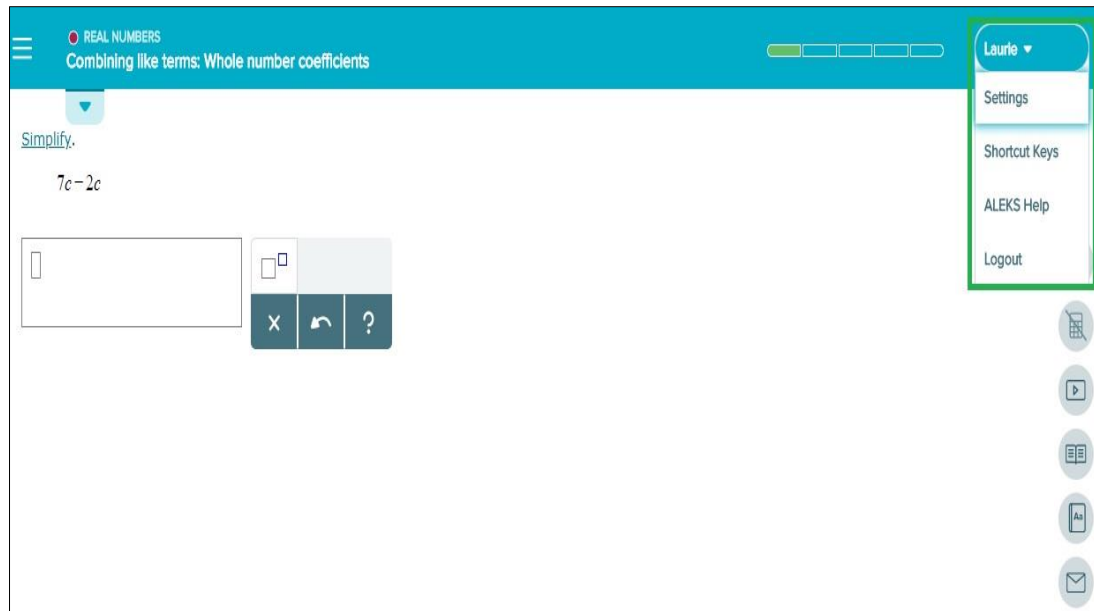
Use the filter and Search box to refine your search of resources that can help resolve your issue.

The screenshot displays the 'Technical Support' interface. On the left, there are three filter sections: 'FILTER BY CONTENT' with 'Article' selected, 'FILTER BY CUSTOMER' with 'Student' selected, and 'FILTER BY USAGE' with 'Higher Education' selected. A search box at the top center is labeled 'Refine your Search for this topic'. Below it, a list of 7 articles is shown, including titles like 'Can my students use the "Back" and "Forward" buttons on their b...', 'How do I enable JavaScript in my browser?', and 'Respondus LockDown Browser Information and Troubleshooting'. On the right side, there are sections for 'ANNOUNCEMENTS' (No Upcoming Announcement), 'QUICK LINKS' (Forgot your login info?, Check your System Setup, System Requirements, Platform Status, User Guides, Contact Support), and a grid of navigation buttons including 'Getting Started', 'Registration', 'Usage/ Training', 'Technical Support' (highlighted in red), 'Billing/ Order Fulfillment', and 'Reporting/ Analytics'.



Getting Help Within ALEKS

If you need help while working in ALEKS, select the triangle next to your name in the upper, right corner and select **Help** from the menu.





Checking System Requirements

You can also access system requirements for running ALEKS effectively on your computer or tablet.

From the Support page, the **Check your System Setup** and **System Requirements** links are located on the right-hand side.

McGraw Hill

Welcome to ALEKS Support

How can we help you?

Getting Started

Registration

Usage/ Training

Technical Support

Billing/ Order Fulfillment

Reporting/ Analytics

ANNOUNCEMENTS

No Upcoming Announcement





QUICK LINKS


- [Forgot your login info?](#)
- [Check your System Setup](#)
- [System Requirements](#)
- [Platform Status](#)
- [User Guides](#)
- [Contact Support](#)

System Setup Summary

Selecting the Check your System Setup link will summarize your computer's settings and whether they meet the ALEKS requirements.

HERE IS THE STATUS OF YOUR SETUP:

- Agent: Mozilla/5.0 (Macintosh; Intel Mac OS X 10_13_6) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/74.0.3729.169 Safari/537.36
- IP: 75.27.39.148
- Browser: CHROME, Chrome 74.0, CHRM 74.0
- Cookies:  Cookies are enabled
- Cache:  Cache is enabled
- Operating System: MACPPC, Macintosh Intel
- JavaScript:  JavaScript is activated.
- VML/Canvas: If your browser supports VML/Canvas, you will see below a dark green square that looks exactly like the version to the right. If some of the lines or circles are missing, please contact [ALEKS Customer Support](#) and they will help you troubleshoot the problem. 



- Pop-ups: Click below to test.

[CHECK ALEKS POP-UPS](#)



System Requirements Summary

For details on what ALEKS requires to work smoothly on your device, view the System Requirements for that device.

If you continue to have technical difficulty, please contact support.



SYSTEM REQUIREMENTS

CONTACT SUPPORT
FAQS
USER GUIDES
ALEKS TRAINING
SYSTEM REQUIREMENTS
CHECK YOUR SYSTEM SETUP

ALEKS runs on many devices with various operating system and web browser configurations. Use the tabs below to identify the system requirements for specific ALEKS course products.

K-12 | Higher Ed. Math | Higher Ed. Business | Higher Ed. Science | Higher Ed. Behavioral

Desktop and Tablet Compatibility

All K-12 courses

System Requirements					
	Windows ⁽¹⁾	Macintosh	Chromebook	iPad	Android Tablet ⁽²⁾
Operating System	7+	OS X 10.9+	Chrome OS	iOS 9+	Android 4.4+
Screen Resolution	1024x768 +	1024x768 +	Any	Any	8.9"
Browsers ⁽³⁾	Chrome 30+ Explorer 11+ Firefox 25+ Edge 40+	Chrome 30+ Safari 9+ Firefox 25+	Chrome 30+	Safari	Chrome 30+

(1) Windows-based Microsoft Surface tablets require the use of an external keyboard and mouse (e.g., touch cover keyboard, Bluetooth keyboard/mouse or USB keyboard/mouse).
(2) At this time only Samsung Galaxy tablets have been tested.
(3) ALEKS multimedia requires that Flash is enabled in updated Chrome browsers.

Support and Resources

TECH SUPPORT & FAQ:

CALL: (800) 258-2374

EMAIL & CHAT: aleks.com/support

MONDAY-THURSDAY: 7 AM – 1 AM EST

FRIDAY: 7 AM – 9 PM EST

SUNDAY: 4 PM – 1 AM EST

FIND MORE SUPPORT:

supportateverystep.com

FIND MORE TIPS:

mheducation.com/highered/ideas