

Where to Go for Help

Connect Training Series

Instructors



Support

Our Digital Technical Support team is here to help you with any questions or problems that may arise.

If you are experiencing difficulty **prior to entering** your Connect course, you may access the support site directly at <http://mpss.mhhe.com/support>.

The screenshot displays the 'Higher Education CXG Digital Technical Support' website. At the top left is the McGraw Hill logo. The page title is 'HIGHER EDUCATION CXG Digital Technical Support'. Below the title is a navigation bar with a dropdown menu for user roles (Student, All Customers, Teacher/Instructor, Student), a dropdown for 'All Products', and a search bar with the placeholder text 'How can we help you?'. The main content area is divided into three columns. The left column is titled 'CONTACT CXG SUPPORT - WORLDWIDE' and contains three sections: 'EMAIL' with a search box for 'All Products & Topics', 'LIVE CHAT' with a list of support topics (Connect Registration Support, Connect Student Product Support, Connect Instructor Product Support, All Other Products Support), and 'PHONE' with contact numbers for 'USA & Canada: (800) 331 5094' and 'Other Global Regions'. The middle column is titled 'ANNOUNCEMENTS' and shows 'No Upcoming Announcement'. The right column is titled 'CXG SUPPORT HOURS (USA Eastern Time)' and lists support hours for Sunday (12 PM - 12 AM), Monday-Thursday (24 Hours), Friday (12 AM - 9 PM), and Saturday (10 AM - 8 PM). At the bottom right, there are contact details for McGraw-Hill Education Australia Pty. Ltd. and McGraw-Hill Education Singapore Pte. Ltd.



Save Your Case Number

On the support site, you can use the Search box to help find a solution or you may contact a customer support agent via email, live chat or phone.

When contacting a support agent, you will always receive a case number.

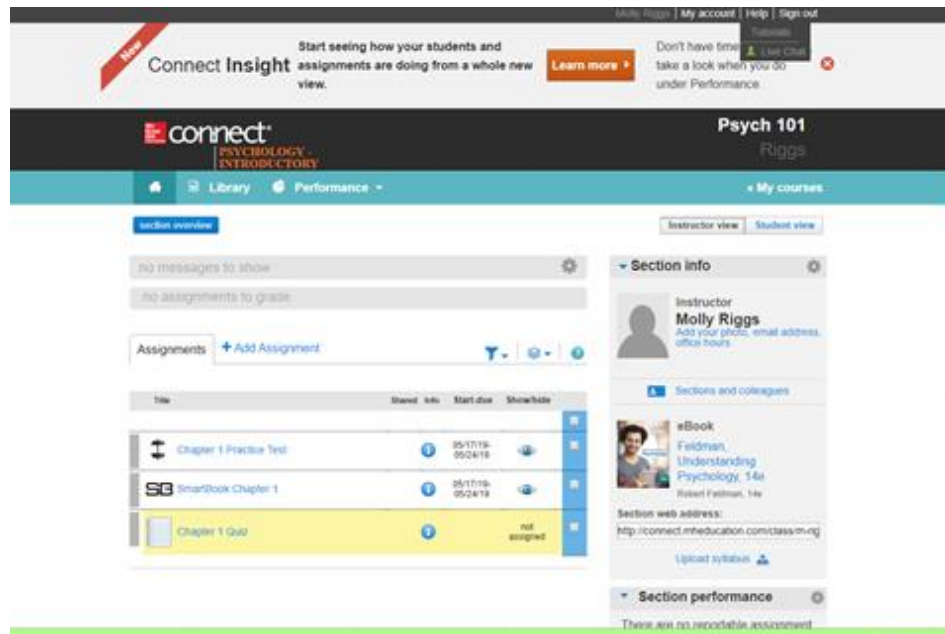
It will be important to save this case number if additional follow up or documentation is needed.



Help Within Connect

If you need help from **within** your Connect course, locate the Help button at the very top right corner of your section home page.

Click “Help,” then click on “Chat.” You will be connected immediately to an agent who can provide assistance.

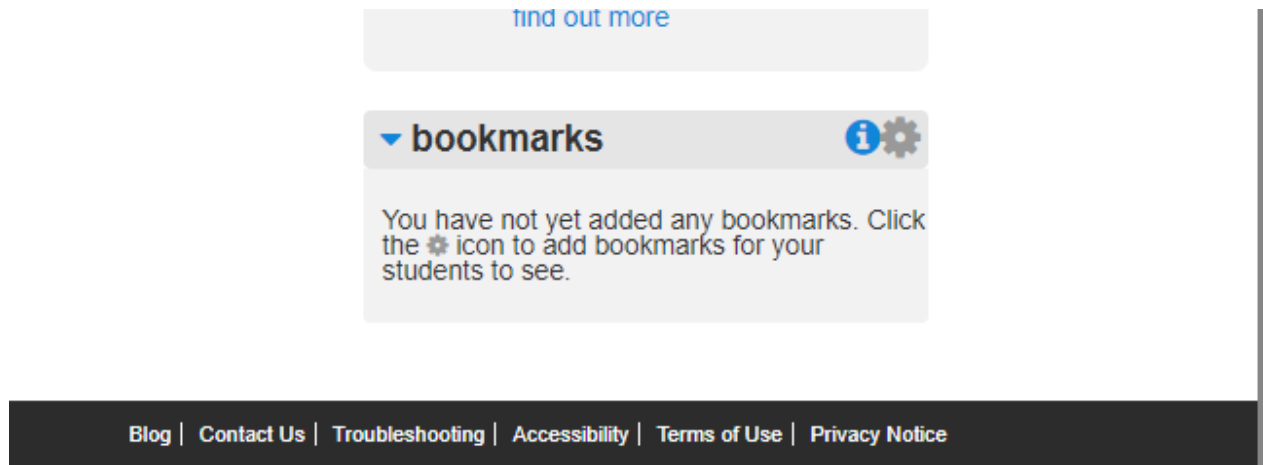




Contact Us

If you'd prefer to use the question search function, email, or phone options on our Support site, you have two options.

You may click on Contact Us at the very bottom of your section home page.

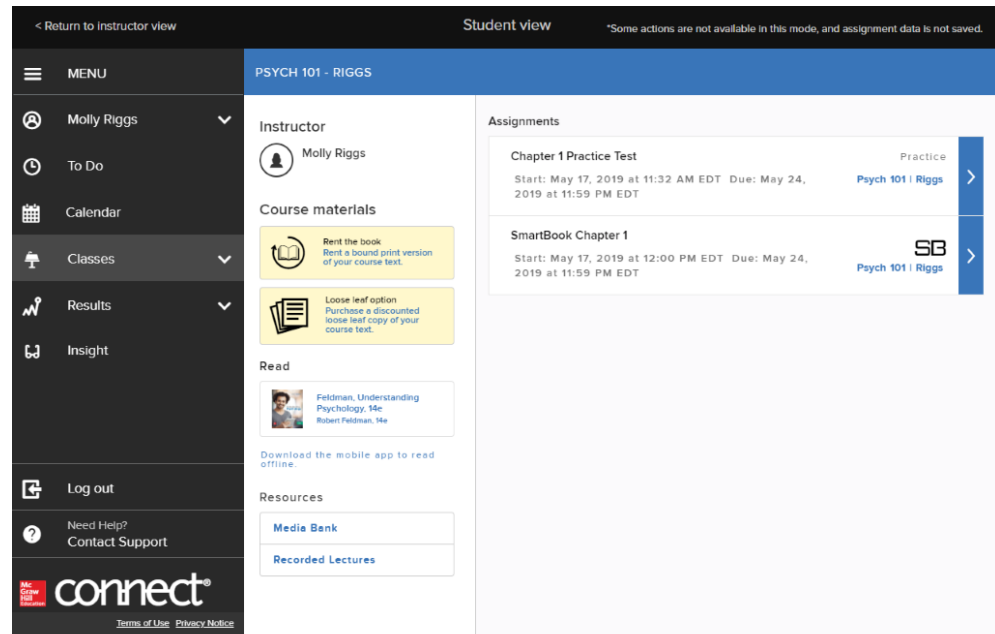
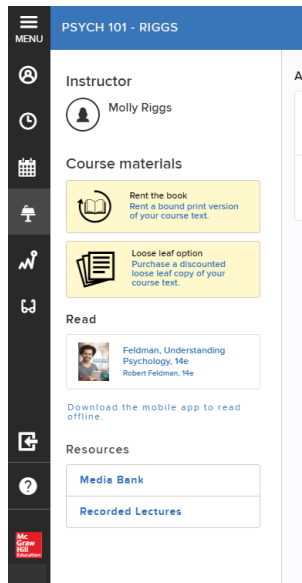




Student View Help

You may flip to your student view by clicking on “Student View” just above the section info box.

At the bottom of the course menu, click on the question mark in the *banner mode* or “Need Help? Contact Support” in the *expanded mode*.





Help When You Need It

Our Digital Technical Support team is here to help, day or night.

HIGHER EDUCATION CXG
Digital Technical Support

Student | All Products | How can we help you?

CONTACT CXG SUPPORT - WORLDWIDE

- EMAIL** | All Products & Topics
- LIVE CHAT**
 - Connect Registration Support
 - Connect Student Product Support
 - Connect Instructor Product Support
 - All Other Products Support
- PHONE**
 - USA & Canada: (800) 331 5094
 - Other Global Regions

ANNOUNCEMENTS
No Upcoming Announcement

CXG SUPPORT HOURS (USA Eastern Time)
Sunday 12 PM - 12 AM
Monday - Thursday 24 Hours
Friday 12 AM - 9 PM
Saturday 10 AM - 8 PM

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Singapore 609917

CXG SUPPORT HOURS (USA Eastern Time)

Sunday
12 PM - 12 AM

Monday - Thursday
24 Hours

Friday
12 AM - 9 PM

Saturday
10 AM - 8 PM

Support and Resources

TECH SUPPORT & FAQ:

CALL: (800) 331-5094

EMAIL & CHAT:

mhhe.com/support

MONDAY-THURSDAY: 24 hours

FRIDAY: 12 AM - 9 PM EST

SATURDAY: 10 AM - 8 PM EST

SUNDAY: 12 PM – 12 AM EST

FIND MORE SUPPORT:

supportateverystep.com

FIND MORE TIPS:

mheducation.com/highered/ideas