**Technical Support**

**Contact**

**Phone:** 800-743-8703  
**Email:** techsupport@oncourselearning.com

**Support Hours**

**Monday - Friday** 10:00am - 10:00pm (EST)  
**Saturday - Sunday** 1:00pm - 7:00pm (EST)

**Before you call:** Please be prepared to explain your problem in detail and have access to your computer.

**When you place your call:** In order to effectively troubleshoot your issue, our technicians begin the call by asking you a series of questions regarding your operating environment. We will need to know what type of computer you are using, the operating system you are using, the version number of your software, etc. Your call may be documented or monitored to help us maintain quality of service standards.

**Email Support**

Email support is available during normal business hours. Emails received after normal business hours will be answered the following business day.
Minimum System Requirements

- Internet connection (minimum 56Kbps required, although we highly recommend a high speed connection such as DSL, cable, or T1)
- Printer (for course documentation and student affidavit)

For Windows PC

- Intel® Pentium® III 1GHz or faster processor, Intel® Pentium® 4 2GHz or faster
- Microsoft® Windows® XP, Windows® Vista®, or Windows® 7
- 512MB of RAM (1GB recommended)

For Mac OS

- Intel Core™ Duo 1.83GHz or faster processor
- Mac OS X v10.5 or v10.6
- 512MB of RAM (1GB recommended)