

# THIRD-PARTY PRODUCT SUPPORT

Many LSCO online or hybrid courses require students to purchase web-based learning materials to accompany their textbooks.

Although the LSCO help desk can assist students by providing general information of publisher content in Blackboard, many third-party software vendors ask that institutions do not attempt to provide technical support for their products.

Please refer to the table below for the technical support you need for your course materials.

THIRD-PARTY PRODUCT	STUDENT SUPPORT CONTACT	STUDENT SUPPORT LINK
ACHIEVE	<u>ACHIEVE CONTACT SUPPORT</u>	<u>ACHIEVE SUPPORT</u>
BIOSIG ID BIOSIGHT ID	877-700-1611	<u>HELP CENTER AND SUPPORT</u>
BLACKBOARD	844-867-7324	<u>BLACKBOARD HELP FOR STUDENTS</u>
BLACKBOARD COLLABORATE	<u>CUSTOMER TECHNICAL SUPPORT</u> 844-867-7324	<u>COLLABORATE KNOWLEDGBASE</u>
ELSEVIER	<u>ELSEVIER CUSTOMER TECHNICAL SUPPORT</u> 800-222-9570	<u>ELSEVIER STUDENT RESOURCES</u>
EVOLVE (ELSEVIER)	<u>EVOLVE - ELSEVIER CUSTOMER TECHNICAL SUPPORT</u>	<u>EVOLVE STUDENT RESOURCES</u>
HAWKES LEARNING	<u>HAWKES LEARNING SUPPORT</u> 843-571-2825	<u>HAWKES TV</u>
MCGRAW HILL	<u>MCGRAW HILL CUSTOMER TECHNICAL SUPPORT</u>	<u>MCGRAW HILL STUDENT RESOURCES</u>
MINDTAP - CENGAGE	<u>MINDTAP - CENGAGE CUSTOMER TECHNICAL SUPPORT</u> 800-354-9706	<u>MINDTAP STUDENT RESOURCES</u>
MYMATHLAB - PEARSON	<u>PEARSON CUSTOMER TECHNICAL SUPPORT</u>	<u>PEARSON STUDENT FAQ'S</u>
STUDY.COM	<u>STUDY.COM TECHNICAL SUPPORT</u>	<u>STUDY.COM FAQS</u>