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| Ocean Count College official logo.  Student Technical Support  Traditional & Online Students at Ocean County College Student Action Steps When students experience an issue with a third-party integration, such as the textbook, course materials, or proctoring of quizzes and tests, you must contact the company support team first. When contacting the company support team, be sure to get a reference number (ticket number or case number) before ending your initial contact.  If the company support team cannot resolve your issue, please send an email to [elearninghelp@ocean.edu](mailto:elearninghelp@ocean.edu) and include the following information:  Your name, OCC email address, Term, Course Name, description of the issue, screenshots or any other information to help, as well as third-party support team ticket (case) number. e-Learning CONTACT | |  | Canvas Support | |
|  | Receiver | Canvas Support Hotline: 1.877.940.0472 |
|  | Document | [Canvas Student Support Guide](https://community.canvaslms.com/t5/Student-Guide/tkb-p/student) |
|  | Chat | [Canvas Support Chat](https://cases.canvaslms.com/liveagentchat?chattype=student): Live chat with Canvas Support |
|  |  | [Canvas System Requirements](https://community.canvaslms.com/t5/Canvas-Basics-Guide/What-are-the-browser-and-computer-requirements-for-Canvas/ta-p/66) |
|  | Cengage Products | |
|  | Pin | MindTap, WebAssign, CengagNOW V2, Aplia, SAM |
|  | Receiver | Cengage Support Hotline: 1.800.354.9706 |
|  | Document | [Cengage Student Support Guide](https://startstrong.cengage.com/) |
|  | Chat | [Cengage Student Support Chat](https://cengage.force.com/s/login/) |
|  |  | [Cengage Tech Check System Check](https://techcheck.cengage.com/) |
|  | Honorlock proctoring | |
|  | Open envelope | [Honorlock Email Support](mailto:support@honorlock.com) |
|  | Chat | [Honorlock Support Chat](https://honorlock.com/support/): Available 24/7/365 |
|  |  | [Honorlock FAQ and System Requirements](https://www.ocean.edu/programs-and-courses/online-proctoring/) |
|  | Presentation with media | [Honorlock & Canvas Student Guide Video](https://www.youtube.com/watch?v=xLSRgrBMz6c&t=5s) |
|  | Information | Please contact Honorlock directly. Support tickets will only be addressed by e-Learning if escalated *by* Honorlock. |
|  | Textbooks & Materials | |
|  | **Books** | First Day Complete Textbook Program  [First Day® Complete Student FAQ](http://media.ocean.edu/files/elearning/Academics/FirstDayComplete.docx)  First Day® Complete Email Support |
|  | Flask | Hands on Labs  [STEM Course Support](https://vmware-hol.atlassian.net/servicedesk/customer/portals) |
|  | Open book | McGraw-Hill Hotline: 1.800.331.5094  [McGraw-Hill Connect Student Support](https://mhedu.force.com/CXG/s/) |
|  | **Voice** | Pearson Products  [Pearson Student Support (MyLabs & Revel)](https://support.pearson.com/getsupport/s/students) |
| Monitor | [e-Learning Website](https://www.ocean.edu/programs-and-courses/student-resources/) |  | **Internet** | Norton Little Seagull Materials  [Norton Professional Book Support](https://support.wwnorton.com/request) |
| Open envelope | [elearninghelp@ocean.edu](mailto:elearninghelp@ocean.edu) |  | Globe | Rosetta Stone Hotline: 1.877.223.9848  [Rosetta Stone Student Support](https://support.rosettastone.com/s/?language=en_US) |