



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 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

 [e-Learning Website](#)

 elearninghelp@ocean.edu

CANVAS SUPPORT



Canvas Support Hotline: 1.877.940.0472



[Canvas Student Support Guide](#)



[Canvas Support Chat](#): Live chat with Canvas Support



[Canvas System Requirements](#)

CENGAGE PRODUCTS



MindTap, WebAssign, CengageNOW V2, Aplia, SAM



Cengage Support Hotline: 1.800.354.9706



[Cengage Student Support Guide](#)



[Cengage Student Support Chat](#)



[Cengage Tech Check System Check](#)

HONORLOCK PROCTORING



[Honorlock Email Support](#)



[Honorlock Support Chat](#): Available 24/7/365



[Honorlock FAQ and System Requirements](#)



[Honorlock & Canvas Student Guide Video](#)



Please contact Honorlock directly. Support tickets will only be addressed by e-Learning if escalated by Honorlock.

TEXTBOOKS & MATERIALS



First Day Complete Textbook Program

[First Day® Complete Student FAQ](#)

[First Day® Complete Email Support](#)



Hands on Labs

[STEM Course Support](#)



McGraw-Hill Hotline: 1.800.331.5094

[McGraw-Hill Connect Student Support](#)



Pearson Products

[Pearson Student Support \(MyLabs & Revel\)](#)



Norton Little Seagull Materials

[Norton Professional Book Support](#)



Rosetta Stone Hotline: 1.877.223.9848

[Rosetta Stone Student Support](#)