

## Checklist for Contacting PLATO® Support Services

<b>Contact Info</b>	<p><b>Self-service is available 24/7:</b> <a href="http://support.plato.com">http://support.plato.com</a>  <b>E-mail:</b> <a href="http://support.plato.com/email">http://support.plato.com/email</a>; M–F, 7 a.m.–7 p.m. Central Time (response within 1 business day)  <b>Phone:</b> <a href="http://support.plato.com/contact/index.asp">http://support.plato.com/contact/index.asp</a></p>
<b>My PLATO ID Number is:</b> _____	<ul style="list-style-type: none"> <li>• Knowing your PLATO ID will allow your representative to quickly access your account.</li> <li>• Your ID number is located in the welcome letter/product materials that you received with your order from PLATO Learning, Inc.</li> </ul>
<b>Trying to Solve the Problem Yourself First</b>	
<b>Self-Service “Go online for tech support.”</b>	<p>To get answers to common questions, use our online support option.</p> <p><b>PLATO Learning software issues:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Search the Support Site and Knowledge Base first for an answer. (<a href="http://support.plato.com">http://support.plato.com</a>)</li> <li><input type="checkbox"/> Knowledge Base articles you have tried: # _____, # _____, # _____, # _____</li> <li><input type="checkbox"/> Search the product’s User Guide for the answer. User Guides can be found on the <a href="#">Product Page</a>.</li> </ul> <p><b>Windows server or workstation operating-system issues:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Search Microsoft’s support site and knowledge base. (<a href="http://www.microsoft.com">http://www.microsoft.com</a>)</li> </ul> <p><b>Macintosh OS issues:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Search Apple’s support site and knowledge base. (<a href="http://www.apple.com">http://www.apple.com</a>)</li> </ul>
<b>E-mailing or Calling PLATO Support</b>	
<b>Define the Problem</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Be prepared to explain the steps needed to reproduce the problem. <i>If you’re unable to do so, your representative will help guide you through the steps to find a resolution.</i></li> <li><input type="checkbox"/> Be at the computer when calling. Allow time for troubleshooting. <i>If time does not allow for immediate resolution, your representative will work out a time to follow up.</i></li> </ul>
<b>Gather Background Info</b>	<p>Your representative may need additional information to provide clear answers to your question. Be prepared to provide the following info:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> PLATO Learning software product name and version number</li> <li><input type="checkbox"/> What error message(s) displayed when the problem occurred—please have it written down word-for-word or have it visible on your screen</li> <li><input type="checkbox"/> What operating system is installed on your workstation(s)</li> <li><input type="checkbox"/> Which browser (and version) your computer is using</li> <li><input type="checkbox"/> Steps you have already taken to solve the problem</li> </ul>
<b>What Happens After You Contact PLATO Support</b>	
<b>Your Case Number</b>	<p>Your question is always documented by your representative who will provide you with a unique case number. If you choose to use our <a href="#">e-mail form</a> your question will be routed to a representative who will then contact you with the case number. Please reference this case number in your future contacts with PLATO Support Services until your question has been fully resolved.</p>