



Technical Support for Students

www.cengage.com/chemistry/owl/support

Here you'll find OWL resources like a Student Quick Start and Access Code Guide, as well as a searchable knowledgebase of FAQs.

If you don't find what you need, click **Sign-in** at the upper right corner of the OWL Technical Support site. If this is your first time to the site, click **Create a Cengage Learning Account**. Returning users can sign in. Then, click **No, please create a new case** at the top of the Critical Issues box. Students will receive live chat options and email updates after opening a case.

Q. Why can't I directly call or email somebody for technical support?

A. Support is offered in this way because:

- It saves time. You only enter your contact information once. If you contact Cengage about any product in the future, you will not need to enter this information again and can immediately submit your issue.
- The Technical Support agents can resolve your issue faster because the new case form asks for all the necessary information and they don't need to contact you for missing information.
- You can sign in and track the history and progress of your issue at any time, which makes technical support transparent to the user.
- You are kept informed through email updates when any change is made to your case.
- Remember, you will receive live chat options after you open a case. The chat representative can see your case and immediately begin working to resolve your issue.

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