

# Help with Supplemental Products

Class	Product	Contact Person at PTC	Contact Information	FAQ/Browser Requirements/Computer Restrictions
ACC 101, 102	Connect	Steve Fennell	864-941-8645, <a href="mailto:fennell.s@ptc.edu">fennell.s@ptc.edu</a>	<a href="http://www.mhhe.com/support">http://www.mhhe.com/support</a> NOTE: Connect is quick to respond by phone (1-800-331-5094); the website is a little slower.
AHS 102	Medical Language Lab	Karla Gilliam Susan Kinney	864-941-8629, <a href="mailto:gilliam.k@ptc.edu">gilliam.k@ptc.edu</a> 864-941-8535, <a href="mailto:kinney.s@ptc.edu">kinney.s@ptc.edu</a>	TECHNICAL SUPPORT <a href="http://medicallanguagelab.com/Home/Supports">http://medicallanguagelab.com/Home/Supports</a> Phone: 888-323-2847 Email: <a href="mailto:support@fadavis.com">support@fadavis.com</a>
AOT 105	CengageBrain	Angel Alexander	864-941-8515, <a href="mailto:alexander.a@ptc.edu">alexander.a@ptc.edu</a>	<a href="http://www.cengagebrain.com">www.cengagebrain.com</a>
AOT 165	MyITLab	Menka Brown	864-941-8343, <a href="mailto:brown.me@ptc.edu">brown.me@ptc.edu</a>	<a href="http://247pearsoned.custhelp.com/">http://247pearsoned.custhelp.com/</a>
BAF 260	MyFianceLab	Judy Daulton	864-941-8505, <a href="mailto:daulton.j@ptc.edu">daulton.j@ptc.edu</a>	<b>For student assistance, refer to</b> <a href="http://www.pearsonmylabandmastering.com/northamerica/students/support/index.html">www.pearsonmylabandmastering.com/northamerica/students/support/index.html</a> .
BIO 101, 102	MasteringBiology		Refer students to this site for assistance: <a href="http://www.pearsonmylabandmastering.com/northamerica/masteringbiology/students/support/index">http://www.pearsonmylabandmastering.com/northamerica/masteringbiology/students/support/index</a> .	<a href="http://www.pearsonmylabandmastering.com/northamerica/masteringbiology/educators/support/index.html">http://www.pearsonmylabandmastering.com/northamerica/masteringbiology/educators/support/index.html</a>
BIO 101 Online	Virtual Biology Laboratory		<a href="http://support.cengage.com/Magellan/TechSupport/login.aspx">http://support.cengage.com/Magellan/TechSupport/login.aspx</a>	<b>Browser and System Requirements:</b> <a href="http://www.cengage.com/resource_uploads/downloads/0538491183_257857.pdf">http://www.cengage.com/resource_uploads/downloads/0538491183_257857.pdf</a>
Bio 112, 210, 211	MasteringA&P		Refer students to this site for assistance: <a href="http://www.pearsonmylabandmastering.com/northamerica/masteringbiology/students/support/index">http://www.pearsonmylabandmastering.com/northamerica/masteringbiology/students/support/index</a> .	<a href="http://www.pearsonmylabandmastering.com/northamerica/masteringbiology/educators/support/index.html">http://www.pearsonmylabandmastering.com/northamerica/masteringbiology/educators/support/index.html</a>
BUS 101, 210	Connect	Steve Fennell	864-941-8645, <a href="mailto:fennell.s@ptc.edu">fennell.s@ptc.edu</a>	<a href="http://www.mhhe.com/support">http://www.mhhe.com/support</a> NOTE: Connect is quick to respond by phone (1-800-331-5094); the website is a little slower.

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CPT 101	MyITLab	MaryLou Wilson	864-941-8391, <a href="mailto:wilson.ml@ptc.edu">wilson.ml@ptc.edu</a>	<a href="http://247pearsoned.custhelp.com/">http://247pearsoned.custhelp.com/</a>
CPT 172	MyITLab	Menka Brown	864-941-8343, <a href="mailto:brown.me@ptc.edu">brown.me@ptc.edu</a>	<a href="http://247pearsoned.custhelp.com/">http://247pearsoned.custhelp.com/</a>
CPT 274	MyITLab	Menka Brown	864-941-8343, <a href="mailto:brown.me@ptc.edu">brown.me@ptc.edu</a>	<a href="http://247pearsoned.custhelp.com/">http://247pearsoned.custhelp.com/</a>
ECO 210, 211	MyEconLab/MyLabsPlus	Tory Miller	864-941-8641, <a href="mailto:miller.t@ptc.edu">miller.t@ptc.edu</a>	<p><b>Browser check:</b>  <a href="http://www.pearsonmylabandmastering.com/northamerica/myreadinglab/educators/support/system-requirements/index.html">http://www.pearsonmylabandmastering.com/northamerica/myreadinglab/educators/support/system-requirements/index.html</a></p> <p><b>Help and support:</b>  <a href="http://help.pearsoncmg.com/mlp/mlp_stu/mlp_mrl_stu_help_support_bridge.html">http://help.pearsoncmg.com/mlp/mlp_stu/mlp_mrl_stu_help_support_bridge.html</a></p>
ENG 032 and 100	MyLabsPlus	Rick Judy	864-941-8772, <a href="mailto:judy.r@ptc.edu">judy.r@ptc.edu</a>	<p><b>Browser check:</b>  <a href="http://www.pearsonmylabandmastering.com/northamerica/mywritinglab/educators/support/system-requirements/index.html">http://www.pearsonmylabandmastering.com/northamerica/mywritinglab/educators/support/system-requirements/index.html</a></p> <p><b>Help and support:</b>  <a href="http://help.pearsoncmg.com/mlp/mlp_stu/mlp_mwl_stu_help_support_bridge.html">http://help.pearsoncmg.com/mlp/mlp_stu/mlp_mwl_stu_help_support_bridge.html</a></p> <p>See additional information at end of handout.</p>
ENG 101, 102, 165	SkillsTutor	Leslie McDonnell	864-941-8433, <a href="mailto:mcdonnell.l@ptc.edu">mcdonnell.l@ptc.edu</a>	<p><b>Browser and Settings:</b>  <a href="https://sites.google.com/site/skillstutorsupport/announcements">https://sites.google.com/site/skillstutorsupport/announcements</a></p> <p>See additional information at end of handout.</p>
ENG 101, 102, 165, optional for all 200 level classes	InSite	Delmar Brewington	864-941-8432, <a href="mailto:brewington.d@ptc.edu">brewington.d@ptc.edu</a>	<p><b>Cengage's Enhanced InSite's Customer Technical Support FAQs:</b>  <a href="http://support.cengage.com/magellanweb/TechSupport/ProductHelp.aspx?prodrowid=1-SS8V51">http://support.cengage.com/magellanweb/TechSupport/ProductHelp.aspx?prodrowid=1-SS8V51</a></p> <p><b>System Requirements for Cengage's Enhanced InSite:</b>  <a href="http://support.cengage.com/magellanweb/TechSupport/ProductHelp.aspx?prodrowid=1-SS8V51">http://support.cengage.com/magellanweb/TechSupport/ProductHelp.aspx?prodrowid=1-SS8V51</a></p> <p><b>Customer Support:</b></p>

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IST 281	MyITLab	Menka Brown	864-941-8343, <a href="mailto:brown.me@ptc.edu">brown.me@ptc.edu</a>	<a href="http://247pearsoned.custhelp.com/">http://247pearsoned.custhelp.com/</a>
MAT 031, 032, 152, and 101	MyFoundationsLab	Rick Judy	864-941-8772, <a href="mailto:judy.r@ptc.edu">judy.r@ptc.edu</a>	<p>All Emporium based math classes.</p> <p><b>Browser check:</b>  <a href="http://www.pearsonmylabandmastering.com/northamerica/myfoundationslab/students/support/system-requirements/index.html">http://www.pearsonmylabandmastering.com/northamerica/myfoundationslab/students/support/system-requirements/index.html</a></p> <p><b>Help and support:</b>  <a href="http://www.pearsonmylabandmastering.com/northamerica/myfoundationslab/students/support/index.html">http://www.pearsonmylabandmastering.com/northamerica/myfoundationslab/students/support/index.html</a></p>
MAT 101 and 152	MyLabsPlus	Rick Judy	864-941-8772, <a href="mailto:judy.r@ptc.edu">judy.r@ptc.edu</a>	<p>Only used for non-Emporium MAT 152 &amp; 101.</p> <p><b>Browser check:</b>  <a href="http://www.mathxl.com/BrowserCheck/BrowserCheck.aspx?courseid=2552085">http://www.mathxl.com/BrowserCheck/BrowserCheck.aspx?courseid=2552085</a></p> <p><b>Help and support:</b> <a href="http://help.ecollege.com/.Next/en-US/Student_WebHelp/Skin/Toc.htm">http://help.ecollege.com/.Next/en-US/Student_WebHelp/Skin/Toc.htm</a>  See additional information at end of handout.</p>
MAT 102, 110, 111, 122, 123, 130, 155, 170, and 171	MyLabsPlus/ MyMathLab	Lebbie Ligon Patty Griffin Greg Colley	864-941-8406, <a href="mailto:ligon.l@ptc.edu">ligon.l@ptc.edu</a> 864-941-8528, <a href="mailto:griffin.p@ptc.edu">griffin.p@ptc.edu</a> 864-941-8429, <a href="mailto:colley.g@ptc.edu">colley.g@ptc.edu</a>	<p><b>For browser check, help, and support:</b>  <a href="http://247pearsoned.custhelp.com/app/answers/detail/a_id/11539">http://247pearsoned.custhelp.com/app/answers/detail/a_id/11539</a></p> <p><b>For Mobile:</b>  <a href="http://help.pearsoncmg.com/xl/instructor/ec/instructor_help_Left.htm#CSHID=%2Fabout_assigns_mobile.htm StartTopic=Content%2F%2Fabout_assigns_mobile.htm SkinName=instr-frameset">http://help.pearsoncmg.com/xl/instructor/ec/instructor_help_Left.htm#CSHID=%2Fabout_assigns_mobile.htm StartTopic=Content%2F%2Fabout_assigns_mobile.htm SkinName=instr-frameset</a></p> <p><b>Preferred Browser: Google Chrome</b>  See additional information at end of handout.  NOTE: Registration instructions provided by the instructor should be followed.</p>
MAT 120	Connect	Lisa Crawford	864-941-8463, <a href="mailto:crawford.l@ptc.edu">crawford.l@ptc.edu</a>	<p><b>Browser Requirements:</b>  <a href="http://connect.mheducation.com/connect/troubleshoot.do">http://connect.mheducation.com/connect/troubleshoot.do</a></p> <p><b>FAQ:</b>  <a href="http://create.mheducation.com/wordpress-mu/connectblog/tag/faq/">http://create.mheducation.com/wordpress-mu/connectblog/tag/faq/</a></p>

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MAT 140, 141, 240, and 242	WebAssign	Kim Neal Sherry Taylor	864-941-8672, <a href="mailto:neal.k@ptc.edu">neal.k@ptc.edu</a> 864-941-8423, <a href="mailto:taylor.s@ptc.edu">taylor.s@ptc.edu</a>	<b>System Requirements:</b> <a href="http://www.webassign.net/manual/student_guide/c_a_system_requirements.htm">http://www.webassign.net/manual/student_guide/c_a_system_requirements.htm</a> <b>FAQS:</b> <a href="http://webassign.com/support/student-support/fag/">http://webassign.com/support/student-support/fag/</a>
MGT 101	Connect	Steve Fennell	864-941-8645, <a href="mailto:fennell.s@ptc.edu">fennell.s@ptc.edu</a>	<a href="http://www.mhhe.com/support">http://www.mhhe.com/support</a> NOTE: Connect is quick to respond by phone (1-800-331-5094); the website is a little slower.
MRK 101	Connect	Steve Fennell	864-941-8645, <a href="mailto:fennel.s@ptc.edu">fennel.s@ptc.edu</a>	<a href="http://www.mhhe.com/support">http://www.mhhe.com/support</a> NOTE: Connect is quick to respond by phone (1-800-331-5094); the website is a little slower.
PSC 201	MyPoliSciLab	Lisa Toland	803-768-8157, <a href="mailto:toland.l@ptc.edu">toland.l@ptc.edu</a>	<b>Browser check, help, support, and FAQ:</b> <a href="http://www.pearsonmylabandmastering.com/northamerica/mypoliscilab/students/support/index.html">http://www.pearsonmylabandmastering.com/northamerica/mypoliscilab/students/support/index.html</a>
RDG 032 and 100	MyLabsPlus	Rick Judy	864-941-8772, <a href="mailto:judy.r@ptc.edu">judy.r@ptc.edu</a>	<b>Browser check:</b> <a href="http://www.pearsonmylabandmastering.com/northamerica/myreadinglab/educators/support/system-requirements/index.html">http://www.pearsonmylabandmastering.com/northamerica/myreadinglab/educators/support/system-requirements/index.html</a> <b>Help and support:</b> <a href="http://help.pearsoncmg.com/mlp/mlp_stu/mlp_mrl_stu_help_support_bridge.html">http://help.pearsoncmg.com/mlp/mlp_stu/mlp_mrl_stu_help_support_bridge.html</a> See additional information at end of handout.
REL 103	MyReligionLab	Rick Barbare	864-941-8552, <a href="mailto:barbare.r@ptc.edu">barbare.r@ptc.edu</a>	<b>Browser check:</b> <a href="http://www.pearsonmylabandmastering.com/northamerica/myreligionlab/students/support/system-requirements/index.html">http://www.pearsonmylabandmastering.com/northamerica/myreligionlab/students/support/system-requirements/index.html</a> <b>Help and support:</b> <a href="http://www.pearsonmylabandmastering.com/northamerica/myreligionlab/students/support/index.html">http://www.pearsonmylabandmastering.com/northamerica/myreligionlab/students/support/index.html</a>

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RWR 012, 032, 100	MySkillsLab	Rick Judy	864-941-8772, <a href="mailto:judy.r@ptc.edu">judy.r@ptc.edu</a>	<p><b>Browser check:</b>  <a href="http://www.pearsonmylabandmastering.com/northamerica/myskillslab/educators/support/system-requirements/index.html">http://www.pearsonmylabandmastering.com/northamerica/myskillslab/educators/support/system-requirements/index.html</a></p> <p><b>Help and support:</b>  <a href="http://help.pearsoncmg.com/mlp/mlp_stu/mlp_mskl_stu_help_support_bridge.html">http://help.pearsoncmg.com/mlp/mlp_stu/mlp_mskl_stu_help_support_bridge.html</a></p>
SPA 101, 102	MySpanishLab	Jennifer Lopes	864-941-8732, <a href="mailto:lopes.j@ptc.edu">lopes.j@ptc.edu</a>	<a href="http://tinyurl.com/MySpanishFAQs">http://tinyurl.com/MySpanishFAQs</a>
SOC 101, 205, and 210	MySocLab	Robert Ivey	864-941-8510, <a href="mailto:ivey.r@ptc.edu">ivey.r@ptc.edu</a>	<p><b>Browser and System Requirements:</b>  <a href="http://www.pearsonmylabandmastering.com/northamerica/mysoclab/educators/support/system-requirements/index.html">http://www.pearsonmylabandmastering.com/northamerica/mysoclab/educators/support/system-requirements/index.html</a></p> <p><b>FAQ:</b>  <a href="http://www.pearsonmylabandmastering.com/northamerica/students/support/">http://www.pearsonmylabandmastering.com/northamerica/students/support/</a></p>
SOC 220	MyFamilyLab	Robert Ivey	864-941-8510, <a href="mailto:ivey.r@ptc.edu">ivey.r@ptc.edu</a>	<p><b>Browser and System Requirements:</b>  <a href="http://www.pearsonmylabandmastering.com/northamerica/system-requirements/">http://www.pearsonmylabandmastering.com/northamerica/system-requirements/</a></p> <p><b>FAQ:</b>  <a href="http://www.pearsonmylabandmastering.com/northamerica/mylanguage/students/support/top-questions/index.html">http://www.pearsonmylabandmastering.com/northamerica/mylanguage/students/support/top-questions/index.html</a></p>

**Additional Information:**

For MyLabsPlus, students should go to this web address to login: <http://www.ptc.mylabsplus.com>.

- After login, the student should click on the link to the course.
- Enter user name (P number)
- Enter password (birthday in this format: mmddyy)

For SkillsTutor, please have students go to this web address: <http://www.myskillstutor.com>. They should then enter this information:

1. **Username:** PTC ID # (PXXXXXXXX)
2. **Password:** ptc
3. **Site:** piedmont01 (the last two figures are the numbers zero and one)

