

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, fennell.s@ptc.edu	http://www.mhhe.com/support 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, gilliam.k@ptc.edu 864-941-8535, kinney.s@ptc.edu	TECHNICAL SUPPORT http://medicallanguagelab.com/Home/Supports Phone: 888-323-2847 Email: support@fadavis.com
AOT 105	CengageBrain	Angel Alexander	864-941-8515, alexander.a@ptc.edu	www.cengagebrain.com
AOT 165	MyITLab	Menka Brown	864-941-8343, brown.me@ptc.edu	http://247pearsoned.custhelp.com/
BAF 260	MyFianceLab	Judy Daulton	864-941-8505, daulton.j@ptc.edu	For student assistance, refer to www.pearsonmylabandmastering.com/northamerica/students/support/index.html .
BIO 101, 102	MasteringBiology	David Henry	Refer students to this site for assistance: http://www.pearsonmylabandmastering.com/northamerica/masteringbiology/students/support/index . 864-941-8570	http://www.pearsonmylabandmastering.com/northamerica/masteringbiology/educators/support/index.html
BIO 101 Online	Virtual Biology Laboratory	Dale Smoak	http://support.cengage.com/Magellan/TechSupport/login.aspx 864-941-8453	Browser and System Requirements: http://www.cengage.com/resource_uploads/downloads/0538491183_257857.pdf
Bio 210, 211	MasteringA&P	Leigh Theofanous	Refer students to this site for assistance: http://www.pearsonmylabandmastering.com/northamerica/masteringbiology/students/support/index . 864-941-8456	http://www.pearsonmylabandmastering.com/northamerica/masteringbiology/educators/support/index.html
BUS 101, 210	Connect	Steve Fennell	864-941-8645, fennell.s@ptc.edu	http://www.mhhe.com/support 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, wilson.ml@ptc.edu	http://247pearsoned.custhelp.com/
CPT 172	MyITLab	Menka Brown	864-941-8343, brown.me@ptc.edu	http://247pearsoned.custhelp.com/
CPT 274	MyITLab	Menka Brown	864-941-8343, brown.me@ptc.edu	http://247pearsoned.custhelp.com/
ECO 210, 211	MyEconLab/MyLabsPlus	Tory Miller	864-941-8641, miller.t@ptc.edu	Browser check: http://www.pearsonmylabandmastering.com/northamerica/myreadinglab/educators/support/system-requirements/index.html Help and support: http://help.pearsoncmg.com/mlp/mlp_stu/mlp_mrl_stu_help_support_bridge.html
ENG 032 and 101	MyLabsPlus	Rick Judy	864-941-8772, judy.r@ptc.edu	Browser check: http://www.pearsonmylabandmastering.com/northamerica/mywritinglab/educators/support/system-requirements/index.html Help and support: http://help.pearsoncmg.com/mlp/mlp_stu/mlp_mwl_stu_help_support_bridge.html See additional information at end of handout.
ENG 101, 102, 165	SkillsTutor	Leslie McDonnell	864-941-8433, mcdonnell.l@ptc.edu	Browser and Settings: https://sites.google.com/site/skillstutorsupport/announcements See additional information at end of handout.
ENG 101, 102, 165, optional for all 200 level classes	InSite	Delmar Brewington	864-941-8432, brewington.d@ptc.edu	Cengage's Enhanced InSite's Customer Technical Support FAQs: http://support.cengage.com/magellanweb/TechSupport/ProductHelp.aspx?prodrowid=1-SS8V51 System Requirements for Cengage's Enhanced InSite: http://support.cengage.com/magellanweb/TechSupport/ProductHelp.aspx?prodrowid=1-SS8V51 Customer Support:

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

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MAT 140, 141, 240, and 242	WebAssign	Kim Neal Sherry Taylor	864-941-8672, neal.k@ptc.edu 864-941-8423, taylor.s@ptc.edu	System Requirements: http://www.webassign.net/manual/student_guide/c_a_system_requirements.htm FAQS: http://webassign.com/support/student-support/faq/
MGT 101	Connect	Steve Fennell	864-941-8645, fennell.s@ptc.edu	http://www.mhhe.com/support 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, fennel.s@ptc.edu	http://www.mhhe.com/support 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, toland.l@ptc.edu	Browser check, help, support, and FAQ: http://www.pearsonmylabandmastering.com/northamerica/mypoliscilab/students/support/index.html
SPA 101, 102	MySpanishLab	Jennifer Lopes	864-941-8732, lopes.j@ptc.edu	http://tinyurl.com/MySpanishFAQs
SOC 101, 205, and 210	MySocLab	Robert Ivey	864-941-8510, ivey.r@ptc.edu	Browser and System Requirements: http://www.pearsonmylabandmastering.com/northamerica/mysoclab/educators/support/system-requirements/index.html FAQ: http://www.pearsonmylabandmastering.com/northamerica/students/support/
SOC 220	MyFamilyLab	Robert Ivey	864-941-8510, ivey.r@ptc.edu	Browser and System Requirements: http://www.pearsonmylabandmastering.com/northamerica/system-requirements/ FAQ: http://www.pearsonmylabandmastering.com/northamerica/mylanguagelabs/students/support/top-questions/index.html

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RDG 032 and 100	MyLabsPlus	Rick Judy	864-941-8772, judy.r@ptc.edu	Browser check: http://www.pearsonmylabandmastering.com/northamerica/myreadinglab/educators/support/system-requirements/index.html Help and support: http://help.pearsoncmg.com/mlp/mlp_stu/mlp_mrl_stu_help_support_bridge.html See additional information at end of handout.
RWR 012, 032, 100	MySkillsLab	Rick Judy	864-941-8772, judy.r@ptc.edu	Browser check: http://www.pearsonmylabandmastering.com/northamerica/myskillslab/educators/support/system-requirements/index.html Help and support: http://help.pearsoncmg.com/mlp/mlp_stu/mlp_mskl_stu_help_support_bridge.html

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)

