

Blackboard Learn

Faculty and students must contact *Macmillan Technical Support* directly for assistance with using *Macmillan LaunchPad* content in their courses.



## FACULTY SUPPORT AND TRAINING

Please contact your Macmillan publisher representative directly for support or schedule training through the publisher at <http://www.meetme.so/LaunchPadTraining>. Additional resources are below:

- Faculty Manual - <http://cmg.screenstepslive.com/s/MacmillanMedia/m/LaunchPadIM>
- Student Manual - [http://cmg.screenstepslive.com/s/MacmillanMedia\\_StudentHelp/m/LaunchPadSM](http://cmg.screenstepslive.com/s/MacmillanMedia_StudentHelp/m/LaunchPadSM)
- First Day of Class Guide - <http://www.macmillanlearning.com/Catalog/page/first-day-of-class>
- Training Videos
  - [Creating a LaunchPad Course](#)
  - [Linking a LaunchPad Course with Blackboard](#)
  - [Adding LaunchPad Assignments to Blackboard Content Areas and Gradebook](#)
  - [How Students Connect a LaunchPad Account with Blackboard](#)

## FACULTY AND STUDENT TECHNICAL SUPPORT

- **Phone Line:** 1-800-936-6899.

### **Hours of Operation (Eastern Time)**

-Monday through Thursday: 8 AM-3 AM

-Friday: 8 AM-12 AM

-Saturday: 12 PM-8:30 PM

-Sunday: 12 PM-3 AM

- Online Contact Form: <http://www.macmillanlearning.com/Catalog/techsupport>
- Technical Support Website: <http://www.macmillanlearning.com/Catalog/support.aspx>