Vendors Technical Support and Help Desk Information

Vendor Name	Technical Support/Help Desk	Description Support Provided
Discovery Education	education_info@discoveryed.com 1-800-323-9084 option 1	Support LAUSD staff and educators on any technical support troubleshooting to help resolve issues/errors they might be experiencing
IXL	supportlausd@ixl.com	Access issues for students, teachers, admins, and any technical errors that may occur
Renaissance	https://www.renaissance.com/lausd/	
Zearn	SchoolAccounts@zearn.org	Support LAUSD staff with any technical support, account-related issues, or general troubleshooting to ensure a seamless experience with Zearn.
Adopted Curricula		
BFW	https://macmillan.force.com/bfwhighschool/s/contactsupport	Support for LAUSD staff using LaunchPad and Sapling+.
Cengage	LAUSDNGLSupport@Cengage.com	Support LAUSD staff and teachers with troubleshooting technical and general product questions.
CPM	1. support@cpm.org 2. https://support.cpm.org/support/home 3. https://professionallearning.cpm.org/ 4. Supplemental Resources eBook (in their eBook account) 5. Sharing Tab in eBook	1 & 2 Support educators and staff on all issues regarding CPM. 3 Support educators with implementing the curricula from implementation workshops to teaching remotely. 4 curriculum resources for students and teachers 5 Sharing Tab in the eBook for each lesson has resources from other teachers for that lesson 6 Connections with other teachers

	6. Platforms for questions, connections, and sharing of ideas
	   ● Facebook: [Middle School CPM Teachers](#) and [High School CPM Teachers](#)
	   ● Slack: [Slack for CPM Teachers](#)	

Illustrative Mathematics/LearnZillion	1. For technical assistance and product feedback, please use https://lausd.learnzillion.com/contact 2. Submit an issue using the Provide Feedback button on the lesson plan page	1. Our contact form can be used to report technical issues, requesting assistance with the platform or questions related to the curriculum as well as submitting general feedback to LearnZillion 2. For lesson specific feedback or questions, please use the Submit Feedback button found on the Lesson Plan page
McGraw Hill	LAUSD Tech Support **1-800-258-2389 Option #2** or epgtech@mheducation.com	Access issues for students, teachers, admins, and any technical errors that may occur
Pearson (SAVVAS)	Telephone Support, Call: **1- 877-374-3970, Option 2** (Be sure to identify yourself as an LAUSD customer.) **Customer Support Form:** https://support.savvas.com/support/s/premium-support-form	Support for K-12 and Higher Education (AP & Elective) Products and Platforms.

SpringBoard	**Technical Support**
	   ● **Telephone**
	     877-99-7723
	     8:30-7:30PM EST
	     Monday-Friday
	   ● **Email Support**
	     SBTechSupport@collegeboard.org
		Support to LAUSD educators for our digital platform.