

How Can We Help?



Scholastic F.I.R.S.T., *Scholastic W.O.R.D.*, and *Scholastic Literacy Pro* are now part of the digital learning tools elementary school students are using at home. In the event you encounter technical issues with any of these programs this document will guide you to who you should contact.

HOW DO I GET HELP?

If you are running into an issue within the application (example: application is frozen, you receive an error message, the application logs you out), please contact the Scholastic Technical Support team via email or phone. A representative from our customer support team will respond within 24 hours.

Scholastic Customer Support

Email: digitalservice@scholastic.com

Phone: 1-866-826-8834 (Mon-Fri 8am to 5pm EST)

****Please include the following information when sending an email or leaving a voicemail:**

- *Student's Name*
- *School Name*
- *Device Type (iPad, Chromebook, MacBook, Laptop)*
- *Browser (Chrome, Firefox, Safari)*
- *Program (F.I.R.S.T., W.O.R.D., Literacy Pro)*
- *Description of problem – please include as much detail as possible (specific activity in the program, how to replicate)*

System Requirements

Computers

FIRST, WORD AND LIT PRO are supported on the following devices through the web browser:

Systems:

- Windows
- MacOS
- Chromebooks

Browsers:

- Google Chrome
- Firefox
- Microsoft Edge
- Safari

iOS (iPhone & iPad)

iPad 2 and higher, iPad Air, iPad Mini or newer

Android

Most Android tablets running v5.0 and higher.