



TeachingBooks.net Customer Service Policy

At TeachingBooks.net, we value our customers' time and expertise. To ensure clear expectations we provide the following customer service supports.

Please reach out anytime to ask questions, share what is working for you, and let us know how we can improve your experience with TeachingBooks.

Talk to a TeachingBooks staff member.

- **Phone Support** – Call us toll free at (800) 596-0710, or (608) 257-2919. Our offices are in Madison, Wisconsin (CST - GMT-6). If we're not available when you call, we'll do our best to return your call by the end of the next business day.
- **Email Support** – We do our best to return all support emails by the end of the next business day. Email us at accounts@TeachingBooks.net or use the "Contact" box at: <https://TeachingBooks.net/contact>
- **Virtual Support** – If you prefer we can set up a Skype call, use Google Hangout, or other virtual spaces you prefer. Please call or email to discuss options.

Find answers with our online support materials.

- Frequently Asked Questions: <https://teachingbooks.net/Faqs>
- Sign up for a training: <https://teachingbooks.net/Webinars>
- Set up your license: <https://teachingbooks.net/Licensesetup>
- Find resources on TeachingBooks to support the work that you are doing. Visit: <https://teachingbooks.net/Support>
- Profile Page - Keep updated to receive the latest news and updates.

Professional development to support your literacy goals and initiatives.

- **Orientation and Training**
 - Each license receives ongoing training and support. New licenses receive a phone call to verify optimal setup of account information.
 - Visit <https://teachingbooks.net/Support> for up-to-date training opportunities.
- **Webinars - Regularly Scheduled**
 - TeachingBooks.net offers regular, free webinars. Please complete this [form](#) to sign up for one of the webinars.
- **Webinars and Site Visits**
 - Contact accounts@TeachingBooks.net to discuss options.

- **Manage and Update Profile Page**

- Profile settings allow you to modify your contact information and access to newsletters and updates from TeachingBooks.net. To update your profile use the following link: <https://teachingbooks.net/Profile>

TeachingBooks is accountable for all aspects of our service. Contact us and we'll listen, learn, and try our best to help.

TeachingBooks.net LLC

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Email: accounts@TeachingBooks.net

Phone: (608) 257-2919 or (800) 596-0710