



TECHNICAL SUPPORT

Help@ProEducate.com

Contact Information

By Phone: If you have questions regarding **administrative** issues, you may contact our administrative offices by phone at (504) 454-9866 or (800) 966-9866, weekdays between 8 a.m. and 5 p.m. central time.

By E-mail: You can contact us with technical or course content questions 24 hours a day by e-mailing the school office at the addresses listed below. A response will typically be received by close of business on the next business day.

Help@ProEducate.com - *for technical assistance.*

StudentServices@ProEducate.com - *for questions or comments about registration, administrative issues, or purchases from the online store.*

Required Hardware and Software (Internet-Based Courses)

All course content is available online. To access, a student will need access to the Internet via a dial-up service, cable modem, ISDN, DSL, or T-1 connection. The only software needed is access to the Internet browser Internet Explorer 6.0 or higher. For most courses, students should utilize a connection that is faster than dial-up to fully appreciate the visual aesthetics of the material. Any additional software, such as Adobe Reader, needed to access PDF files, is available in the course for immediate and free download.

Secure Server

ProEducate operates from a secure server located in Norcross, Georgia, USA. Our server is managed by Advanced Automation. To date, we have experienced less than one tenth of 1% down time.