

MindTap Student FAQ's

How do I get to tech support for MindTap?

www.cengage.com/support

Search keywords must be separated by a comma

Does this resolve your problem? Yes [No, please create a new case](#)

MindTap - What are the MindTap System Requirements?

MindTap supports the following browsers on the desktop operating systems listed below:

Windows:

- Windows 7, Windows 8
- Internet Explorer IE 9 (Windows 7)
- Internet Explorer IE 10 (Windows 7, Windows 8)
- Firefox – current and one prior version (all supported Windows operating systems)
- Chrome – current and one prior version (all supported Windows operating systems)

MAC OS X 10.6

- Firefox – current and one prior version
- Safari (5.1x)
- Chrome – current and one prior version

MAC OS X 10.7, 10.8

- Firefox – current and one prior version
- Safari (5.1x, 6.x)
- Chrome – current and one prior version

Other Requirements

- JavaScript - MindTap requires that users enable JavaScript on their systems.
- Popup blockers - MindTap recommends allowing popups for full functionality.
- Cookies - Users must have cookies enabled to use MindTap.
- Screen Resolution - MindTap requires a minimum screen resolution of 1024 x 768.
- Adobe Flash Player - MindTap recommends that you install the latest version of the Flash player on your device if possible, as many MindTap products include content that requires Flash player.
- Bandwidth Shaping/Content Filtering - Students and instructors may notice a slowdown in the response time of MindTap if the institution's network uses bandwidth shaping or content filtering.

MindTap - How do I report critical issues?

If, after searching the support page for articles, downloads and tutorials, you decide to submit a support case, go to the technical support site, www.support.cengage.com, and select the MindTap product.

Alternatively, select the Customer Support link from within your MindTap account to enable the technical support team to provide more personalized assistance.

MindTap - Do I need to download Adobe Flash Player? How do I download it?

Flash is required to see many of the images in your MindTap course and other websites. Specific instructions to download the free Adobe Flash Player plug-in for your browser follow:

- Go to the Adobe website: <http://get.adobe.com/flashplayer>
- To download the installation file, select the version of Flash Player appropriate for your operating system and web browser.
- Follow the installation instructions Adobe provides.

NOTE: If you require further assistance, please let us know by contacting Technical Support at www.support.cengage.com. Please describe the steps you have taken to correct your problem and explain what kind of trouble you are still experiencing.

MindTap - I think there is a mistake in my MindTap assignment. Can you help?

Errors occasionally slip through. If you find errors, please contact your instructor for them verify that it is indeed a mistake. They can then contact Technical Support at www.cengage.com/support with the name of the assignment, the question number, and a brief description of the problem. Our content team will tackle the problem right away.

MindTap - Does MindTap work on various devices like the iPad or tablet PCs?

MindTap is available on iPad version 2 and above with the mobile Safari browser (iOS 6.01 or later). Mobile MindTap users can view and navigate MindTap Reader assignments, as well as access some Apps such as Notes and Highlights, flashcards and Merriam Webster's dictionary. Instructors and students can't use some functions, such as taking assignments, on mobile.

MindTap - I am having trouble using MindTap with Internet Explorer. What should I do?

PC:

- Windows XP (SP2): Firefox latest version and 1 prior, Chrome latest version and 1 prior.

- Windows Vista (SP2): IE9, Firefox latest version and 1 prior, Chrome latest version and 1 prior.
- Windows 7: IE9, 10, Firefox latest version and 1 prior, Chrome latest version and 1 prior.
- Windows 8: IE10, Firefox latest version and 1 prior, Chrome latest version and 1 prior.

Mac:

- OS 10.6: Safari 5.1x, Firefox latest version and 1 prior, Chrome latest version and 1 prior.
- OS 10.7: Safari 5.1x & 6, Firefox latest version and 1 prior, chrome latest version and 1 prior
- OS 10.8: Safari 5.1x & 6, Firefox latest version and 1 prior, Chrome latest version and 1 prior.

Other Requirements:

- JavaScript enabled
- Cookies enabled
- Adobe Flash Player latest version.
- Minimum Screen Resolution 1024 x 768

MindTap - I accidentally submitted a blank page of questions. What should I do?

MindTap will not record a score unless you click to submit an assignment. If you submitted an answer, MindTap recorded it.

Instructors can delete assignment takes for students through the Progress App, so you should contact your instructor.

MindTap - What is the difference between practice assignments and an assignment that counts towards a grade?

You can look in the Learning Path Navigator to determine whether a learning activity counts towards a grade. A gray icon displays for practice assignments. An orange icon indicates that an assignment counts towards a grade.

Attempting practice assignments can improve your performance on assignments that count towards a grade although MindTap courses do not score them.

For assignments that count towards a grade, you can see:

- The scoring method used (best, last or average score of all attempts)
- The number of times it is possible for you to attempt the assignment
- Your score of record (the recorded score for a submitted assignment)
- The date the assignment is due

If you have specific questions about how MindTap assignments work, contact Technical Support at www.support.cengage.com for further assistance.

MindTap - What do I do if I am unable to load an assignment?

Keep in mind that MindTap does not support IE 7 or IE 8. It may also be necessary to verify that you have the most current versions of Java and Flash, and that pop-up blockers are disabled. Try clearing the

cache and cookies and restarting the browser. If the problem persists, try switching to a different browser. MindTap supports the most recent and previous versions of Google Chrome and Firefox.

If you are still unable to load an assignment, contact Technical Support at www.support.cengage.com for assistance.

MindTap - How do I highlight text and add notes to a reading?

You can add annotations, including highlights and Quick Notes, to the text in reading activities. To do so, select a range of text with the cursor. A contextual menu displays, offering options to create a highlight in one of four colors (yellow, green, blue and pink) or add a Quick Note. Selecting one of the color choices creates a highlight. If you click Add Note, a note will appear that you can type in. Click Save and the text highlights and the note will be in a yellow square on the side of the screen. Highlights and Quick Notes display on the page of the reading activity and in the list of annotations in the My Notes app.

MindTap - How do I get technical support?

Cengage Learning offers support as follows:

- Once you create a support ticket, you can access live chat 24/7
- You can access support forms at <http://support.cengage.com> and expect to receive help within one business day of the date we receive the support form.
- A link to the product support page displays in MindTap. Click Customer Support to navigate to the support page.

Live Support Hours, all times listed are Eastern Standard

Phone

-Mon.-Thurs. 8:30am-9:00pm, Fri. 8:30am-6pm

Instructor Chat

-Mon.-Thurs. 8:30am-9:00pm, Fri. 8:30am-6pm

Student Chat

-24/7