



# My Math Academy & My Reading Academy Product Customer Support Information

## Technical Support

Link/Resource	Details
<a href="#">Age of Learning Help Center</a>	<ul style="list-style-type: none"> <li>This webpage is a central hub of support articles for <b>My Math Academy</b> and <b>My Reading Academy</b> users at LAUSD.</li> </ul>
<a href="#">Submit a Tech Ticket With the AofL Help Desk</a>	<ul style="list-style-type: none"> <li>Complete the tech ticket form and a member of Age of Learning’s technical support team will reach out to you to help troubleshoot your issue.</li> </ul>
Tech Support Help Line	<ul style="list-style-type: none"> <li>Call +1 888-893-1893.</li> <li>Customer Care Hours: M-F, 4 a.m.- 6 p.m.</li> </ul>

## For (Non-Technical) Product Questions and Inquiries

Link/Resource	Details
Email <b>Amanda Peralta</b> , Customer Success Manager	<ul style="list-style-type: none"> <li>Email address: <a href="mailto:Amanda.Peralta@AofL.com">Amanda.Peralta@AofL.com</a></li> <li>Please include your title, school, and detailed description of your question/inquiry in the body of the email.</li> </ul>
<a href="#">Schedule a 15-Minute Informational Zoom Call</a> (*for district/school leaders)	<ul style="list-style-type: none"> <li>Receive product overview information, learn tips on how to launch <b>My Math Academy</b> and <b>My Reading Academy</b> at your school site(s), and have your individual questions/inquires answered.</li> </ul>
<a href="#">Schedule a PD Planning Zoom Call</a> (*for district/school leaders)	<ul style="list-style-type: none"> <li>Schedule <b>My Math Academy</b> / <b>My Reading Academy</b> PD for your staff. <ul style="list-style-type: none"> <li>Secure a PD date/time, determine learning objectives, and discuss other pertinent PD details.</li> <li><b>Note:</b> PDs can be facilitated virtually or onsite.</li> </ul> </li> </ul>