

## **For Complaints**

For any complaints regarding the quality of USAonline services or other USA services or procedures please contact:

Jason Smith  
Manager, Learning Technology Services  
Innovation in Learning Center  
University of South Alabama  
smith@southalabama.edu

Included in your email, please state:

Your name  
Phone#  
Preferred email address for correspondence  
Description of complaint including the date and time the incident occurred

We will contact you as soon as possible.

## **For Technical Assistance**

USAonline offers 24/7 help services to assist in any USAonline technical or procedural issue. If you need immediate technical assistance, please contact the appropriate service below.

For help with the USAonline system:

<http://supportcenter.embanet.com/usa>  
(855) 577-2032

You can also speak with an online learning specialist at the USA Innovation in Learning Center by calling:

(251) 461-1888  
Monday - Friday (except school holidays)  
8 a.m. - 5 p.m.