Does the PC turn on?

YES

Can you access the internet?

YES

Switch browsers; try Chrome or Firefox

Clear browsing history; stored cookies can sometimes cause SAM to lag.

Run the systems requirement check available on the SAM home page

Did this Resolve your issue?

YES

Issue is resolved

NO

Email: techsupport@ucc.edu

If these steps don’t help, or if students have trouble opening/completing an assignment, let Cengage know by creating a ticket online at cengage.com/support or calling 1-800-354-9706.