Cengage Support

Overview

This article covers clearing your browser's cookies and cached data to try and fix issues with Cengage and how to contact Cengage Technical Support.

Getting Started

Please clear your web browser's cookies and cache using the steps below. If that does not resolve the issue, try accessing it using a different web browser (e.g., Chrome, Edge, Firefox).

Clearing Cookies and Cached Data

To clear your cookies and cached data in Chrome, Edge, or Firefox:

- Press Control+Shift+Delete in your web browser to access the "Clear Browsing Data" menu.
- In the menu, make sure Cookies/Cached data are checked, set the time range to All Time, then click the Clear Data button.
- Close all tabs and windows of the web browser afterward. You can use Alt+F4 to close each window.
  Please restart your entire device after clearing your cookies and cached data.

Network Considerations

If you are on another school's network or a corporate/work network, a web filter could block access to the Cengage site. If that may apply, try accessing it on a different network (e.g., home, cellular, or on campus at MCC).

Request Support

If those solutions do not resolve the issue or if you would like to report an issue with a specific web browser, Cengage has a separate process for their technical support.

- The process can be started by submitting a support request for your product at Cengage Support Services.
  - Select the 'Click here to sign in!' button and sign in using your Cengage account to access their support. If you do not have an account with them yet, you may use the

'Create an Account' button to set one up.
- You may also contact Cengage support by phone at 800-354-9706.