

The Technical Support section of Support.gale.com provides you with documents and FAQs to ensure your resources are set up and functioning properly for your learning community.

Technical Documents

The **Technical Documents** section provides you with access to documents focused in key technical topics like accessibility, authentication, and LMS integration.

- Select a tile option to view all documents related to that topic.
- Filters on the right side of the page allow you to fine-tune results or change the topic you're looking at.

FAQ

The **FAQ** section provides you with answers to common questions related to general tech, access and URLs, and your account settings.

- Utilize the tabs under the FAQ banner to change between General, Access and URLs, and Gale Admin and Account Settings sections.
- If you don't see your question answered, you can reach out to gale.technicalsupport@cengage.com for assistance.

Database Status

The **Database Status** section provides you with real-time information about our resources. Any performance concerns will be listed here.

- If you want to stay up to date with any technical announcements, you can utilize the RSS feed link found on this page.

Have more questions? Your Customer Success Manager is here to help you better understand how to use Support.gale.com, and review the materials available to you. Reach out to your Customer Success Manager directly, or send an email to Gale.customersuccess@cengage.com.