
Technical Support

The Open Learning Initiative provides technical support to both faculty and students. To contact us for technical support, please e-mail oli-help@andrew.cmu.edu. We monitor this e-mail account from 8:00 a.m. to 5:00 p.m. eastern standard time on business days.

You can expect to be contacted regarding your question within 24 business hours of receipt.

If you are reporting an error or problem within a course, please include (and ask students to include) all of the following information (if relevant) and any other details that may help us to identify and remedy the problem.

Course name, Account Id, exact time the problem occurred, exact location (screenshot if possible), as much detail as possible regarding the actions taken just before the error or problem occurred. Also, knowing the type network connection you have is often helpful.