

# MY Access Resource and Training Center



MY Access! is an award-winning, online writing instruction and assessment platform that facilitates student writing proficiency by providing immediate scores and adaptive feedback. MY Access! rapidly improves student writing by engaging students in the recursive process of revision, and empowers teachers to focus on differentiated instruction and intervention.

## Technical Assistance

Should you require technical assistance, our Help Desk is ready to help!

Options for contacting us:

1. Email: [support@myaccess.com](mailto:support@myaccess.com)
2. Phone: 1.800.322.0848
3. Complete and submit the following form: [MY Access! Support Form](#)

MY Access! [MY Access Technical Specs\\_2020.pdf](#)

Malicious hackers and Web sites can exploit security flaws in browsers and infect your computer with harmful programs. Regular updates to your browser fix security problems when they are detected, and make your computer safer from those types of attacks. The most recent versions of the following browsers are recommended.

Preferred. [Chrome](#) and [Firefox](#), [Safari](#) (Mac). NOTE. Current version of EDGE is being replaced with [EDGE CHROMIUM-BASED BROWSER](#)..  
Mac: Safari or Chrome

Make sure cookies and JavaScript are turned on for your browser.

### Computer operating systems

Windows: Windows 10 and up.

Mac: OS X 10.10 or higher

NEW! **ClassLink**, **Schoology**, **Clever**, and **Canvas** integration now supported. Please contact [support@myaccess.com](mailto:support@myaccess.com) for more information.

Customer Support is available during the following hours (ALL TIMES EASTERN):

Day	Availability
Monday	8:00 am - 8:00 pm
Tuesday-Thursday	8:00 am - 11:00 pm
Friday	8:00 am - 5:30 pm
Saturday	9:00 am - 5:00 pm
Sunday	CLOSED