**Certiport Support Numbers**

**Certiport Student and Teacher Reset Password:    800-497-8923**

**Certiport certification exams- Customer Support and Technical Support: 888-999-9830 Option #1**

* Certiport technical or customer support, please call our customer support at

888-999-9830 and ask for Certiport Onboarding or support   (Onboarding doesn’t open until 9am our time, so choose option #1)

Hours:   6:30am MT – 7:00pm MT.

* For technical, You can also click on this link for the “live tech chat”   [Technical support chat link](http://www.certiport.com/portal/desktopdefault.aspx?page=common/pagelibrary/PearsonSupport.html) ( <https://www.certiport.com/portal/desktopdefault.aspx?page=common/pagelibrary/PearsonSupport.html> )
* As for the general support line, Alex Robinson is assigned to help with Florida, his email is [alex.robinson@pearson.com](mailto:alex.robinson@pearson.com)
* Generally, the numbers above should get them the help they need. For Technical, your local school IT should know the protocol on what to do.

**GMetrix Practice Exam support and password reset (GMetrix only)- 801-323-5800**

* For any immediate help with GMetrix technical or support, please call GMetrix 801-323-5800 or email [support@gmetrix.com](mailto:support@gmetrix.com).  Hours:   7:30am MT – 6:00pm MT.
* LearnKey – Our rep is Kim Johnson – [kjohnson@learnkey.com](mailto:kjohnson@learnkey.com) 800-865-0765 Ext 132
* Both LearnKey and Brain Buffet (ACA test prep) are now located in GMetrix and help can be gotten through them