Troubleshooting

If you experience any difficulties with *Destination Success* or *Destination Math*, please refer to the help screens first. If additional help is needed, contact your school's System Administrator or email Riverdeep at **schoolsupport@riverdeep.net**.

In order for us to help you with technical problems, please include the following details:

- The exact type of computer you are using, including the brand name and model (for example, IBM ThinkCentre A or Power Mac G4). If you are using a network product, please supply information on both client and server machines.

- Operating system information (for example, Windows 2000 or Mac OS X).

- Additional hardware information, such as memory available, sound card, etc.

- A detailed description of the problem, including specific error messages and the conditions under which the problem occurs.