



WELCOME TO THE EDCENTER...

and thank you for choosing to offer the online professional development courses to your teachers. The following information describes the steps needed to register for and participate in the online courses.

Contacts, Customer Service and Support

edPal supports and manages partner edCenter web sites by providing the servers, hosting and the personnel infrastructure to adequately support the registration, enrollment, instructor management and delivery of online courses to the students. edPal also supports web site customization for partner edCenter web sites.

We are committed to helping edCenter partner customers by providing email and phone support to customer related questions regarding registration, enrollment, online payment/orders, password recovery and learning management system issues.

edCenter customers can always contact edPal support staff using the following email address:
support@edpal.com.

Our Commitment

edPal is committed to providing timely responses to customer inquires and issues.

Email inquires and questions will be answered within a 48-hour time frame depending on the load of support emails and complexity of questions and/or issues involved.

Phone enquiries can be addressed immediately if a customer should reach a support individual during normal business hours. Otherwise, customers may leave a voice message and edPal support personnel will return the call either by phone or email as necessary.

edPal also supports instructors with any issues during an online class. Instructors have a direct connection to edPal support staff to provide timely responses to customer issues.

