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To access some of the resources in the browser you are using, you may require a PDF viewer such as Adobe Reader and a PowerPoint viewer such as Microsoft PowerPoint.

Contact details for customer queries

Purchase Digital Books Bundles via the website <http://www.illuminatepublishing.com>

Fax: 01494 370004
Email: sales@illuminatepublishing.com
Telephone: 01494 481553

Contact details for technical support queries

Email: digitalsupport@illuminatepublishing.com
Telephone: 07837 388105

Technical support is available during office hours: Monday - Friday 9am - 5pm (excluding Bank Holidays)

Please provide as much detail as possible if you contact us by email:

- the digital book bundle you are using
- your school name and username
- the nature of the problem, including any error messages that have appeared
- any steps you have already taken to try and solve the problem
- the computer or device being used, including operating system and browser
- your contact details and preferred method of contact

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